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**STEAM DREAMS**

RAIL CO ◆ EST 1999

## Safe Travels

The Steam Dreams Rail Co. Promise



# Get ready for a wonderful journey

As restrictions are relaxed, we are still committed to ensuring that travelling on a Steam Dreams Rail Co. journey is as safe as possible for our guests, colleagues and volunteers, whilst not detracting from the enjoyment of the day.

**Please read the following pages which set out the processes that we have put in place to ensure all our passengers have a safe and enjoyable journey.**

The processes laid out in this document are based on travelling on board after 19<sup>th</sup> July 2021. If recommendations change, our policies will be updated for the new guidelines. Please ensure that you read any documentation with your tickets for the most up to date information about what to expect when you travel.



# Prior to travel

## *Self- screening*

If you are showing any of the symptoms (shown on the right-hand side) or have had contact with anyone with Covid-19 within the last 14 days, then please do not attempt to travel with us.

In line with government guidelines, we kindly ask that even if you are not experiencing symptoms that you take a lateral flow test before travelling. These can be obtained [online](#) free of charge.

If your test shows a positive result or you are experiencing any symptoms, please do not travel and contact the Booking Office on 01483 209888.



A high temperature



Headache



A new, continuous cough



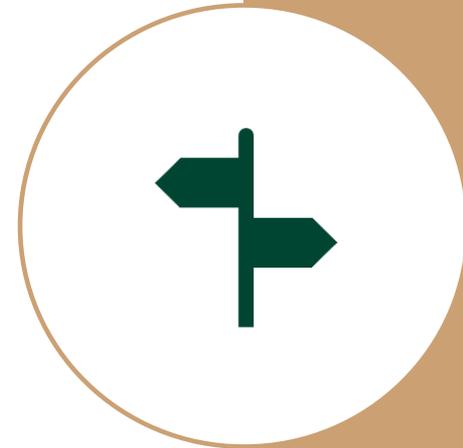
Shortness of breath



Loss of taste or smell

# At the station

- Around the station, on the platform and when boarding our train, we recommend you wear a face covering and respect the space of others around you.
- Signs will be placed on each carriage on the train displaying the carriage letter and which seat numbers should board from which door.
- Our Passenger Services Team will direct you to the most accessible door to your seat. Please avoid walking through the train to access your seat where possible.



# On board

## *How you can keep others safe*

- When you board the train, please use the hand sanitiser dispensers which are placed near to each carriage entrance.
- Face coverings are recommended when travelling on all trains, when boarding the train, moving around the train or disembarking. You are allowed to remove the face mask when seated. If you have forgotten to bring face masks with you, we will have masks available to purchase.
- The toilets will be in use for the journey, but please ensure you use the hand sanitiser before entering the toilets and wash your hands after use.



# On board *Seating*

- Whilst social distancing guidelines have been removed by the government (from 19 July 2021), we are opening up seat availability slowly so we can assess the effect having more passengers has on our customers and our staff.
- In the first instance, each table would be for passengers from one booking party\*, and passengers from different bookings would be seated across the aisle.
- From 1<sup>st</sup> August onwards, different parties may share tables (unless they are in dining and have paid the table for 2 supplement)

\*a booking party refers to bookings of at least 2 passengers. Single passengers will not always be seated on separate tables.



# On board

## *How we will keep you safe*

- Every care will be taken to ensure the safety of our passengers and colleagues.
- Our team members will be wearing PPE in line with Government guidelines and will all have presented with a negative lateral flow test prior to travelling.
- All catering staff will be fully trained in the Covid-19 food preparation, service & safety practices, as directed by Government Guidelines.
- As usual, we will be offering an at-seat service throughout the train so there should be no need for passengers to move from their seats unless to use the on-board facilities. We respectfully ask that passengers remain in their seats as much as possible.



# On board *Cleanliness*

- Regular cleaning throughout the day will be undertaken by our dedicated onboard housekeeper in the general areas including toilets, handrails and door handles.
- Hand sanitiser will be available at all entrances to the carriages and on tables and must be used by anyone boarding the trains and before and after using the toilets. All passengers will be encouraged to follow the guidelines regarding hand washing.
- Doors at the end of the coaches will remain open to increase airflow and windows will be open wherever possible.



# We look forward to welcoming you on board

Have a safe and memorable journey

