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**STEAM DREAMS**

RAIL CO ◆ EST 1999

## Safe Travels

The Steam Dreams Rail Co. Promise



# Get ready for a wonderful journey

We have been working hard to make absolutely sure 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 the social distancing rules in place from March 2021. Once the restrictions 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*

Have you had contact with a person with Covid-19 within the last 14 days? Are you experiencing any of the symptoms?

If you are showing any of the symptoms or have had contact with anyone with Covid-19 within the last 14 days, then please do not attempt to travel with us. Contact our reservations team who will reschedule your booking to a later date for no additional charge.



Fever or chills



Headache



Dry cough



Shortness of breath



Loss of taste or smell

# Prior to Travel

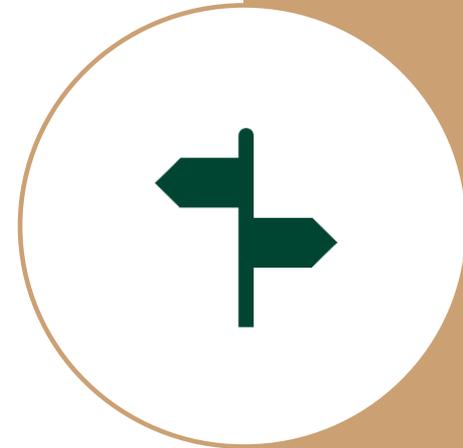
## *That's the ticket*

- We will be sending an 'e-ticket' via email, which can be downloaded onto your mobile phone or tablet.
- Upon arrival at the station, rather than presenting a physical ticket, passengers will be asked to show their ticket on the screen or for their name and the seats they have been allocated.
- Passengers will then be given directions to their carriage and seats, without the need for physically checking the tickets.



# At the station

- Around the station, on the platform and when boarding our train, please ensure you keep a safe distance from other parties, and respect 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 do not walk through the train to access your seat.



# Face Coverings

Face coverings are currently mandatory on all trains, except for certain exemptions (see below), when boarding the train, moving around the train or disembarking. You are allowed to remove the face mask when eating or drinking. If you have forgotten to bring face masks with you, we will have masks available to purchase.

There are some circumstances where people may not be able to or may not be required to wear a face covering. This includes (but is not limited to):

- Children under 11 years of age
- Staff who are physically separated from other staff and passengers
- If you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate
- Those with a reasonable excuse not to wear a face covering for example a health condition where a face covering would be inappropriate because it would cause difficulty, pain or severe distress or anxiety, or because a covering cannot be applied and worn in the proper manner safely and consistently

We will expect all passengers to wear a mask unless they have informed us otherwise.

# On board

## *How you can keep others safe*

- Social distancing must be maintained throughout the boarding process. Please do not attempt to board or leave the train until instructed.
- When you board the train, please use the hand sanitiser dispensers which are placed near to each carriage entrance. This will help reduce possible infections.
- Please respect others and maintain social distancing throughout the train journey. We respectfully ask that passengers remain in their seats as much as possible.
- 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

## *Socially-distanced seating*

- We have reduced the number of passengers per carriage to allow for social distancing. Each booking party\* will be seated on separate tables.
  - We assume that each booking party represents a household or support bubble and social distancing within the party is not necessary
  - For example, normally we would seat 6 or 8 passengers per row, over two tables of four seats or one table of two and one table of four seats. These could be from multiple family groups.
  - With social distancing, each table would be for passengers from one household/family group, we then further enhance this by ensuring there is always at least one empty seat and an aisle dividing each booking party\* per row.

\*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 the requirement at that time.
- All catering staff will be fully trained in the Covid-19 food preparation, service & safety practices, as directed by Government Guidelines. All of our food will be pre-plated in the kitchens and then served to your table.
- 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.



# On board *Cleanliness*

- We have enhanced cleaning on board, including the introduction of mist spraying sanitising disinfectant used directly onto all hard surfaces, killing viruses and bacteria. Regular cleaning throughout the day will be increased 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.



# We look forward to welcoming you on board

Have a safe and memorable journey

