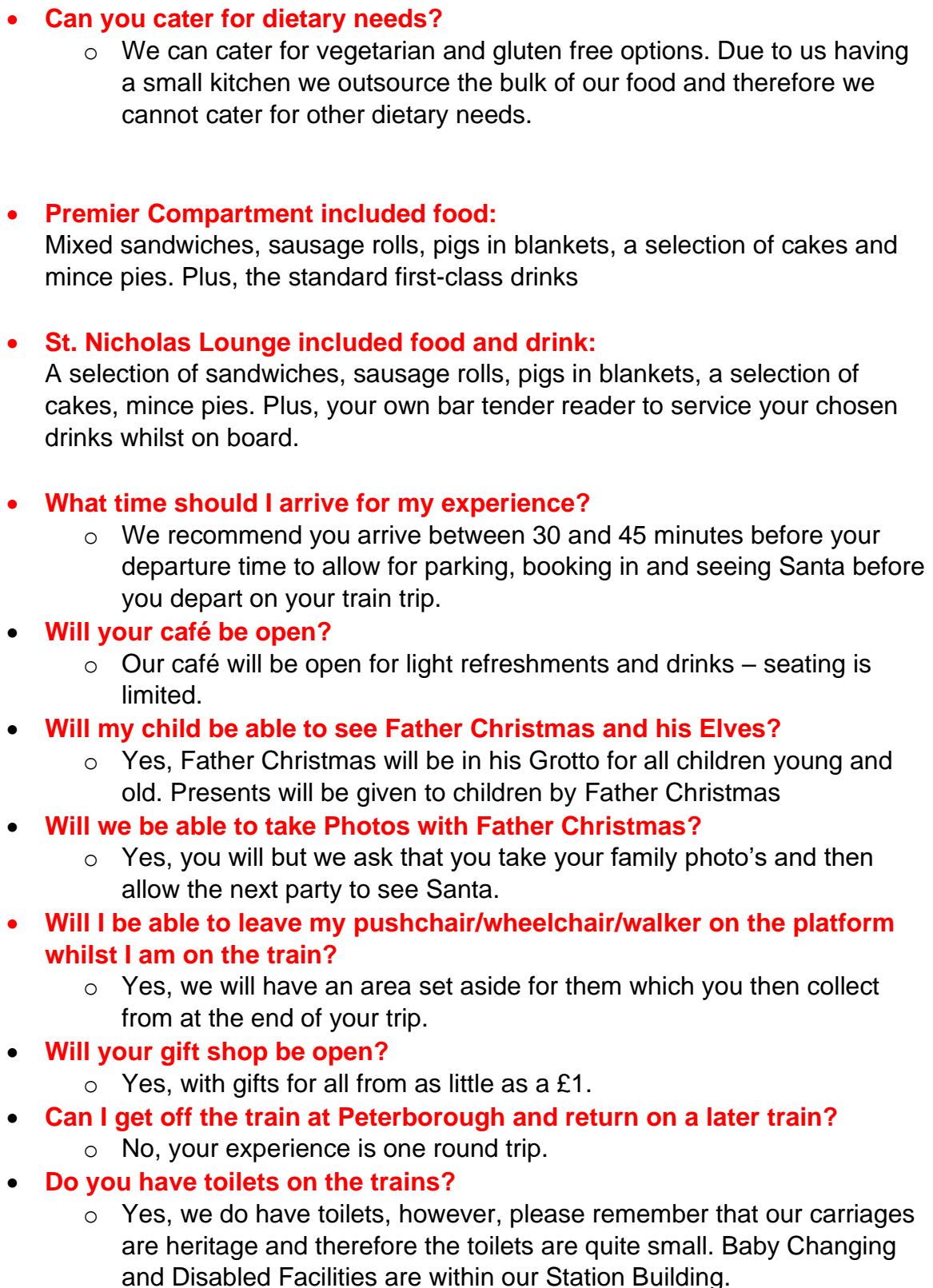


# Santa 2023 FAQ Page

- **What Station do I board from for the Santa Train?**
  - All Sugar Plum Nutcracker Express and Traditional Santa Express Trains start and end from our Wansford Station at Stibbington.  
Postcode: PE8 6LR
- **What is the postcode of where I come to for the experience?**
  - PE8 6LR – Old North Road, Stibbington.
- **Is there parking at Wansford?**
  - We have a free car park at Wansford and the road outside is predominantly free parking also.
- **Is there any Disabled Parking available?**
  - We have a limited amount of space opposite the station building.
- **Can I reserve a parking spot?**
  - We do not offer reserved parking – we recommend that you allow enough time before your departure to find parking.
- **Can I board the train at Peterborough?**
  - Our Santa Service only starts and ends at Wansford Station.
- **What should I wear?**
  - We recommend sturdy footwear as our car park is not tarmacked and can be muddy if it is wet weather. Optional Festive wear is welcomed otherwise wear layers as it can be cool on the platform but warm on the trains.
- **Do you cater for Wheelchair passengers and their companions?**
  - We have an adapted carriage on our Traditional Santa Express Service with a wider door for those passengers in wheelchairs. This area has removable seating to allow for 4 standard wheelchairs and carers.
  - This year we are pleased to announce that we have just taken delivery our newly refurbished accessibility carriage which has been specially adapted to allow access of 4 x standard wheelchairs with carers or 2 x large wheelchairs and carers – this carriage will be available on our Sugar Plum & Nutcracker Express Train service only.
- **Can I bring my own food?**
  - Our Traditional Santa Express service is available with food add on options to purchase at the time of ordering, or if you wish to add food later you can ring and add food to your order, an admin fee of £10 will be charged for any booking amendments after your initial purchase. No food can be added after the 31<sup>st</sup> Oct 2023.  
Compartments and our St Nicholas Lounge on our Traditional Santa Express come with food as part of the package.
  - On our Sugar Plum & Nutcracker Express Train you can bring your own food, but we ask you take home your rubbish to help our volunteers who clean between services.

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- **Can you cater for dietary needs?**
    - We can cater for vegetarian and gluten free options. Due to us having a small kitchen we outsource the bulk of our food and therefore we cannot cater for other dietary needs.
  - **Premier Compartment included food:**

Mixed sandwiches, sausage rolls, pigs in blankets, a selection of cakes and mince pies. Plus, the standard first-class drinks
  - **St. Nicholas Lounge included food and drink:**

A selection of sandwiches, sausage rolls, pigs in blankets, a selection of cakes, mince pies. Plus, your own bar tender reader to service your chosen drinks whilst on board.
  - **What time should I arrive for my experience?**
    - We recommend you arrive between 30 and 45 minutes before your departure time to allow for parking, booking in and seeing Santa before you depart on your train trip.
  - **Will your café be open?**
    - Our café will be open for light refreshments and drinks – seating is limited.
  - **Will my child be able to see Father Christmas and his Elves?**
    - Yes, Father Christmas will be in his Grotto for all children young and old. Presents will be given to children by Father Christmas
  - **Will we be able to take Photos with Father Christmas?**
    - Yes, you will but we ask that you take your family photo's and then allow the next party to see Santa.
  - **Will I be able to leave my pushchair/wheelchair/walker on the platform whilst I am on the train?**
    - Yes, we will have an area set aside for them which you then collect from at the end of your trip.
  - **Will your gift shop be open?**
    - Yes, with gifts for all from as little as a £1.
  - **Can I get off the train at Peterborough and return on a later train?**
    - No, your experience is one round trip.
  - **Do you have toilets on the trains?**
    - Yes, we do have toilets, however, please remember that our carriages are heritage and therefore the toilets are quite small. Baby Changing and Disabled Facilities are within our Station Building.