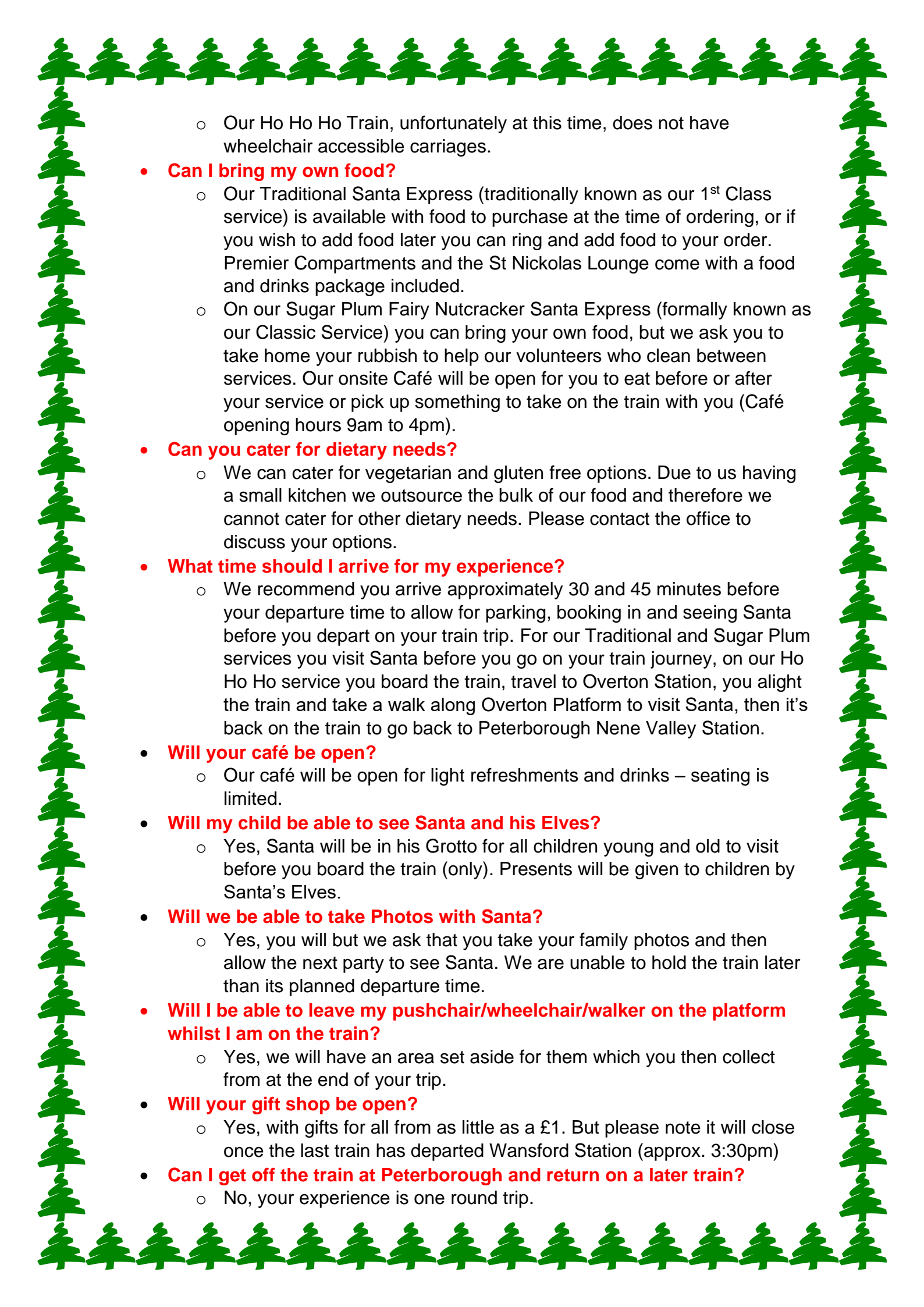




Santa 2023 FAQ Page

- **What Station do I board from for the Santa Train?**
 - Our Traditional Santa Express and the Sugar Plum Nutcracker Express train start and end from our Wansford Station at Stibbington (PE8 6LR)
 - Our NEW Ho Ho Ho Santa Train Starts and ends at our Peterborough Station which is situated next door to Railworld. You can park in Railworld's car park £3 charge per car.
- **What is the postcode of where I come to for the experience?**
 - PE8 6LR – Old North Road, Stibbington. For the Traditional Santa Express & the Sugar Plum Nutcracker Express Train
 - PE2 9NR – Oundle Road, Peterborough. For the Ho Ho Ho Santa Train
- **Is there parking at Wansford?**
 - We have a free car park at Wansford, however once full, and due to yellow lines being laid in the main road, there will be a section of single yellow line that will be available between the hours of 7am and 7pm. We strongly urge groups to car share as much as possible to reduce the amount of cars on site.*
- **Is there any Disabled Parking available?**
 - We will have a limited number of disabled bays marked in our car park, these will be on a first come first served basis. However, Blue Badge Holders will be able to park on the double yellow lines in the main road but will have to display both their badge and clock set at the time of arrival which will allow 3 hours free parking.*
- **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 Traditional Santa Express & Sugar Plum Fairy Nutcracker Express Train services only starts and ends at Wansford Station, no boarding allowed at other station for either of these services.
 - Our Ho Ho Ho Santa Train is the only service we offer with Boarding at our Peterborough Station (you can not board at any other station for this service).
- **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 with a wider door for those passengers in wheelchairs. These tickets are available on both our Traditional Santa Train and our upgraded Classic Train – The Sugar Plum Nutcracker Santa Express.



- Our Ho Ho Ho Train, unfortunately at this time, does not have wheelchair accessible carriages.

- **Can I bring my own food?**

- Our Traditional Santa Express (traditionally known as our 1st Class service) is available with food to purchase at the time of ordering, or if you wish to add food later you can ring and add food to your order. Premier Compartments and the St Nickolas Lounge come with a food and drinks package included.
- On our Sugar Plum Fairy Nutcracker Santa Express (formally known as our Classic Service) you can bring your own food, but we ask you to take home your rubbish to help our volunteers who clean between services. Our onsite Café will be open for you to eat before or after your service or pick up something to take on the train with you (Café opening hours 9am to 4pm).

- **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. Please contact the office to discuss your options.

- **What time should I arrive for my experience?**

- We recommend you arrive approximately 30 and 45 minutes before your departure time to allow for parking, booking in and seeing Santa before you depart on your train trip. For our Traditional and Sugar Plum services you visit Santa before you go on your train journey, on our Ho Ho Ho service you board the train, travel to Overton Station, you alight the train and take a walk along Overton Platform to visit Santa, then it's back on the train to go back to Peterborough Nene Valley Station.

- **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 Santa and his Elves?**

- Yes, Santa will be in his Grotto for all children young and old to visit before you board the train (only). Presents will be given to children by Santa's Elves.

- **Will we be able to take Photos with Santa?**

- Yes, you will but we ask that you take your family photos and then allow the next party to see Santa. We are unable to hold the train later than its planned departure time.

- **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. But please note it will close once the last train has departed Wansford Station (approx. 3:30pm)

- **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. Toilets on the train can not be used whilst the train is stationary in any platform, they can only be used when the train is moving.

- **Are dogs allowed on the Santa trains?**

- Only Service Dogs are allowed on our Santa Trains.

**Please note that the yellow lines will be under the jurisdiction of the Police, and we ask that visitors parking on them with their Blue Badges, or on the section of single yellow line that will be available, apply themselves to the restrictions accordingly to avoid any problems. We apologise for this change to our parking arrangements, but this change is out of our control.*