

# The North Pole Adventure FAQs

- **Which station does the event take place at and where do I board the train?**

The platform entertainment takes place at Wansford Station, where you will start and finish your return train journey.

- **What is the address for Wansford Station?**

Wansford Station, Stibbington, Peterborough, PE8 6LR

- **Is there parking at Wansford Station?**

We have a free car park at Wansford. Once this is full, there is some on road parking along the sections of single yellow line on the main road, which 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. Parking is on a first come, first served basis. **Please be considerate of our neighbours.**

- **Is there 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.

- **Where is Santa from?**

Santa Claus, or Father Christmas as he is often known, lives at the North Pole where it is very, very cold and visitors from the outside are not permitted to enter. He has lived there for many years and is expected to live there for many more. Occasionally, during his summer holidays he likes to visit warmer, more exotic places, such as Newport Pagnell or Peckham.

- **What time should I arrive for the event?**

When you place your booking you will select a check-in time. This is the time your entertainment will begin. We therefore recommend that you arrive at Wansford Station Car Park approximately 20 mins before your check-in time.

If you are booked onto our final train of the day, which leaves Wansford Station at 3.30pm, the gift shop will be closed upon your return. Therefore we recommend arriving earlier to make time to make any purchases.

- **Can I board the train at a different station?**

No, your ticket is valid for the round trip from Wansford Station, which is where the on-platform entertainment will be taking place. Standard travel tickets will not be available as all seats are pre-booked as part of this event.

- **Can I get off the train at one of your other stations and return on a later train?**

No, your ticket is only valid for the round trip you have purchased. This is because the later trains will have visitors who have booked onto those services.

• **What are the names of Santa's reindeer and can I ride his sleigh to the station?**

You will not be able to use Santa's sleigh as a means of arriving at the station as he will need this for his own transport.

He has eight reindeer, but usually only uses all of them when he is delivering gifts to children around the world on Christmas Eve. They are Dasher, Dancer, Prancer, Vixen, Comet, Cupid, Donner and Blitzen. There is also a ninth reindeer, but he is usually only used when it is really, really foggy. His name is Rudolph and he has a very shiny nose, some would even say it glows, which is why he is used when it's foggy, so that Santa can see where he is going.

• **Are dogs allowed on the train?**

Dogs (except for service dogs) are not allowed on the trains for this event. However, we are running a separate Santa Paws event for our doggy friends.

• **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.

• **Am I on the naughty or nice list?**

Yes

• **Do you cater for wheelchair passengers and their companions?**

Yes, we have an accessibility carriage which will be available on the following dates:

- Sunday 1<sup>st</sup> December 2024
- Saturday 7<sup>th</sup> December 2024
- Monday 23<sup>rd</sup> December 2024

• **Are you serving food on the train?**

We have not included food as part of the event. However, our café will be providing food, which can be pre-ordered via their website. If the food is not available to order at the time you purchase your ticket, you will receive an email from us once food orders are open.

• **Will your café be open?**

Yes, our café will be open from 8.30am to 4.30pm on each day of the event. They will be serving light meals and refreshments. Please be aware that they will be busy and seating is limited.

• **Will your gift shop be open?**

Yes, and we will have a range of festive goods for sale, as well as our standard goods, ranging from Nene Valley Railway pens to Thomas The Tank Engine toys. However, please note the shop will close once the last train has departed Wansford Station (approx. 3.30pm), therefore we would advise making your purchases prior to joining the event.

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

Yes, 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/Grandma/naughty child on the platform whilst I am on the train?**

Yes, we will have a marked buggy zone on the platform.

- **Do you have toilet facilities on the train?**

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. On train toilets will not be available whilst the train is stationary in any platform.

### **Different ticket types**

**Standard Tickets** – For seating in an open carriage set out with 16 tables of 4. For example, if you purchase 3 tickets, you will be sat at a table for 4 for your exclusive use

**Compartment** – Will comfortably sit 6 adults, but can seat up to 8, where some passengers are smaller children

**Festive Lounge** – Is an exclusive area that will cater for up to 16. It will include a dedicated elf for your whole experience. See website for full details