



Steam Illuminations - Frequently Asked Questions:

1. **Will Santa be visiting children during this event?**
Santa will be meeting children at a separate event which has been created to cope with Covid-19. Details to follow shortly on the website.
2. **How long is the trip?**
The train journey will take around one hour and 45 minutes, so please allow around two hours.
3. **Do toddlers and babies need their own seats?**
Under 2 year olds go free and do not need a seat. Two year olds and above will need a seat.
4. **Can I bring my own food?**
Yes you can bring your own food or you can order one of our High Teas when you book your ticket(s).
5. **Can I buy refreshments on the day?**
Yes the West Country Buffet will be open at Alresford for takeaway hot and cold drinks and food, including a childrens' menu, from 3pm to 9pm. The kiosk at Alton will be open for takeaway light refreshments.
6. **Are there any discounts available?**
Parents, grandparents or other responsible adults bringing children can take advantage of our family discount. Regrettably we cannot provide any other discounts for this event.
7. **Can I bring my dog?**
Regrettably dogs are not allowed at this event, with the exception of assistance dogs. However please be aware there are flashing, colouring lights that some dogs might find disturbing.
8. **Is the event accessible?**
Yes the event is accessible but you will need to start your journey at Alresford station. Please book through our reservations team on 01962 733810.
9. **Will the gift shop be open?**
Yes both the Alresford shop at The Goods Shed and the kiosk at Alton will be open.
10. **Can I buy an individual ticket?**
Sorry but individual tickets cannot be bought as we need to fill our carriages up efficiently but still be Covid-19 safe.
11. **What are my options if my party is for two adults and three children?**
You have two options: a table for a family at £75, plus a table for up to two at £45, totalling £120; or a compartment for up to six people for £140.
12. **What are my options if my party is three adults and one child?**
You have two options: a table for up to four at £85; or a compartment for up to six people for £140.
13. **What are my options if my party is just one adult and one child?**
You can book a table for up to two for £45.
14. **What steps are you taking to maintain Covid-19 safe?**
All trains will be cleaned throughout between services. You will be allocated a seat which remains yours throughout your trip. Door handles and other frequently touched surfaces are cleaned at each stop. You may be asked to undergo a simple temperature check using a non-contact thermometer before you enter the event. By law all passengers must wear a face mask on the train unless you are in a compartment with only members of your family or bubble family. Hand sanitiser is available at all stations, points of entry, cafes and shops around the railway. Carriages, stations, shops and cafes have one-way systems within them and distance marking as appropriate.

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