



## Frequently Asked Questions:

1. **Will Father Christmas be visiting children during this event?**  
Father Christmas will not be onboard our Steam Illuminations trips, children can only meet Father Christmas during our Father Christmas at the Watercress Line event.
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 bring 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 a family at £75; 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.

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**14. What steps are you taking to maintain covid safe?**

- a. All trains will be cleaned throughout between services.
- b. You will be allocated a seat which remains yours throughout your trip.
- c. Door handles and other frequently touched surfaces are cleaned at each stop.
- d. Screens have been installed between all groups of seats in our open carriages
- e. We are operating with reduced seating capacity
- f. You will be asked to undergo a simple temperature check using a non-contact thermometer before you enter the event.
- g. 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.
- h. Hand sanitiser is available at all stations, points of entry, cafes and shops around the railway.
- i. Carriages, stations, shops and cafes have one way systems within in them and distance marking as appropriate.
- j. Staff working in indoor areas wear face masks.

**15. The railway is in a Tier 2 area, are you still open and if so why?**

Yes the railway is open for the Steam Illuminations event. The railway has taken all necessary steps to minimise the risks of transmission meeting or exceeding government guidance.

**16. I am in a Tier 3 area under the recent government restrictions, can I still travel on the railway?**

Everyone is encouraged to read the government guidance and decide for themselves if they still wish to travel with us.

**17. What are my options if I am in a Tier 3 area and I decide not to travel due to the new restrictions in my area?**

Restrictions are being reviewed by the government on a fortnightly basis. We will offer you a booking on a later date free of charge, or a refund and we will waive our £15 administration fee for people who are unable to transfer to a later date and are unable to travel to the railway due being in a Tier 3 area.

**18. Is there a notice period for cancellations?**

Our normal terms and conditions require seven days notice of cancellation. We need this notice in order to be able to resell your table to another customer and because we incur costs for each booking which are not recoverable. For customers with a booking on the 4<sup>th</sup>, 5<sup>th</sup> or 6<sup>th</sup> of December we will waive the notice period and charge only the £15 administration fee (no fee for people from a Tier 3 area as described in 17)

**19. I booked to come with another household, is this still permitted?**

Under Tier 2 rules households are not permitted to mix indoors (unless in a support bubble), we can split bookings so that you can maintain social distance from those that you originally booked with. Please contact us at [info@watercressline.co.uk](mailto:info@watercressline.co.uk) with your booking details to arrange this.