

LET'S GET READY FOR A GREAT DAY... 'THE SAFE WAY.'

Three simple words that mean so much "the safe way" becomes part of our everyday vocabulary.

We have been working hard to ensure that travelling on a West Coast Railways train is as safe as possible, both for our guests, colleagues and local residents, whilst not detracting from the enjoyment of the day.

Please see the following pages which set out the processes that we have put in place to ensure our guests have a safe and enjoyable journey.

- **COVID-19 symptoms**
 - **Just the ticket**
 - **At the station**
 - **On-board**
- **Social distanced seating**
- **Cleanliness**



COVID-19 SYMPTOMS



FEVER



COUGH



SHORTNESS
OF BREATH



LOSS OF TASTE
OR SMELL



HEADACHE

Have you had contact with a person with Covid-19 within the last 14 days?

If you are showing any of the above symptoms, then please do not attempt to travel with us. Contact our reservations team who will reschedule your booking to a later date free of charge.



JUST THE TICKET:

Historically we have sent tickets by email and by post. We will now only be sending an 'e-ticket' via email, which can be downloaded on to your mobile phone or tablet. Passengers without this facility will receive their ticket in the mail with a wipe-able PVC packet (only available for mainland UK).

Rather than presenting a physical ticket, passengers will be asked for their name and the seats they have been allocated from their tickets.

Passengers will then be given directions to their seats, without the need for physically checking the tickets.



BOARDING PASS



The Scarborough Spa Express
Travel Ticket
Reference: DPP-SSE-466175
JOHN ASQUITH

BOARDING STATION	TYPE	CLASS
York	Return	Standard Class
DEPARTING	PASSENGERS	CHARTER TRIP
30th July 2020 - 12:09	4	The Scarborough Spa Express - Train Trip
BOARDING STATION ADDRESS	JOURNEY	
Station Road, York, North Yorkshire, YO24 1AB	York - Scarborough	
SEATS (CARRIAGE - SEAT)		
H-30f, H-29f, H-30b, H-29b		

This class of travel includes:
Our Standard Class carriages offer the same train experience at exceptional value for money. All our standard class passengers travel in refurbished vintage Mark I or Mark II coaches and will have access to the buffet carriage for the purchase of teas, coffees and light snacks.
Mobility or Dietary requirements
Please ensure you have notified us (and received a confirmation letter) of any relevant mobility requirements at least 7 days prior to your departure as it may not be possible to accommodate any such requirements on the day. These include: bringing a foldable wheelchair, or require a ramp for assistance in getting on and off the train.
Please note that we are unable to cater for any dietary requirements other than Vegetarian and only if this has been notified to our booking staff (and received a confirmation email/letter) at least 7 days prior to travel.

Boarding
You are asked to arrive at your boarding Station 20 minutes before your departure time. please check with station staff on arrival for your allocated platform. The doors on the train are closed 5 minutes before the departure time, please ensure you have boarded by this time. Please note that we are unable to wait for late arrivals.

Safety Information
It is vital that all doors and windows are kept free from obstruction and it is a requirement under the terms of our operating licence that no passenger leans out of an open window. The external doors will remain locked with secondary bolts during the journey and these should only be opened by an authorised member of staff.

Notice
Please note that it is a fraudulent act to change or amend this boarding pass/travel tickets in any way without the full authority of West Coast Railways. In the event of a disputed ticket or seating position the Guard/Train Manager will use their master seating plan to resolve the dispute. The Guard/Train Manager's decision will be final in resolving disputes of this nature on the day. An investigation will be held by the West Coast Railways Management team after the event and any fraudulent acts will be passed to the police for investigation.

Timings					
Outward			Return		
Departing	Carnforth	TBC	Departing	Scarborough	TBC
Departing	Lancaster	TBC	Arriving / Departing	York	TBC

AT THE STATION:

To enhance any social distancing rules in place on the day of your trip, we have added signs throughout the train to help passengers understand where they should go, and what they should do.

Around the station, on the platform and when boarding our train. Please ensure you keep a safe distance from other parties, and respect others around you.



Signs will be placed on each carriage on the train to show which carriage it is and which seat numbers should board from which door. Please do not attempt to board until instructed.



Please continue to wear a face covering when moving around the station, boarding our train, or moving about on the train. We thank you for being considerate of other customers and our colleagues. We understand if you are unable to wear a face covering due to medical reasons. If you're travelling in Scotland, please note it is still a legal requirement to wear a face covering, unless exempt.



ON-BOARD:

Boarding the train will be different to normal and social distancing must be maintained throughout the boarding process.

We have added stickers throughout each carriage as a visual aid for social distancing. Please respect others and maintain social distancing throughout the train journey.



When you board the train, please use the hand sanitiser dispensers which are placed near to each carriage entrance. This will help reduce possible infections.



The toilets will be in use for the journey, but please ensure you use the hand sanitiser before entering the toilets and wash your hands after use.



We will be operating a trolley buffet service to reduce the movement of passengers whilst the train is in motion until further notice.



Passengers travelling in our dining carriages, will be greeted by staff who are fully trained in the Covid-19 food preparation, service & safety practices, as directed by Lancashire council (our home authority). Every care will be taken to ensure the safety of our passengers and colleagues. All of our food will be plated in the kitchens and then served to your table. This process along with all of our food preparation and service has been checked and passed by Lancashire council.



Champagne and chocolates are available to pre-order. The champagne will be served with disposable glasses and are limited to four glasses per order.





WEST COAST RAILWAYS TRAIN TRIPS

IN CONJUNCTION WITH CURRENT GOVERNMENT LEGISLATION

ON-BOARD:

Our on board team are temperature tested on the day of departure and if they are displaying symptoms they will not travel, our team members will be wearing PPE in line with the requirement at that time.

The regulations regarding seating have been changed, therefore unless seated on a private table for two, you may be sharing a table of four with other passengers. Each booking will still be separated from another booking, by either, a table, an aisle or a fitted partition.

CLEANLINESS:

We have enhanced cleaning on board, including the introduction of Mist spraying sanitizing disinfectant used directly onto all hard surfaces, killing viruses and bacteria.

Hand sanitiser will be available at all entrances to the carriages and should be used by anyone boarding the trains to reduce contamination.

Regular cleaning throughout the day will be increased in the general areas including: Toilets, hand rails, door handles etc... by on-train stewards with disinfectant cleaning wipes.

All passengers will be encouraged to follow the guidelines regarding hand washing.



FACE MASK EXEMPTIONS:

Specific exemptions provide that certain categories of people are not required to wear a face covering. This includes children under five years of age, a police constable or workers such as paramedics acting in the course of their duty. Staff such as drivers who are physically separated, by means of, for example, screens, from other staff and passengers are also exempt from wearing face coverings.

You may also have a reasonable excuse not to wear a face covering if, for example: you have a health condition where a face covering would be inappropriate because it would cause difficulty, pain or severe distress or anxiety or because you cannot apply a covering and wear it in the proper manner safely and consistently.