



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 over the last two months to make absolutely sure 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
AND 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.

The Scottish Government have launched their brand new 'Trace & Protect' app, we are asking all passengers download this to help keep you, our team & the local residents safer than ever.



Please visit: protect.scot to download the APP.





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 Jacobite
Travel Ticket

Reference: 12345678
Mr Smith

BOARDING STATION	OUT	RET	TYPE	CLASS
Fort William			Return	Standard Class
DEPARTING			PASSENGERS	CHARTER TRIP
2nd September 2020	14:40	18:40	4	The Jacobite - Train Trip
BOARDING STATION ADDRESS				JOURNEY
Tom-na-Faire, Station Square, Fort William, PH33 6EN				Fort William - Mallaig
SEATS OUTBOUND (CARRIAGE - SEAT)				SEATS INBOUND (CARRIAGE - SEAT)
B-15f, B-16b, B-16f, B-15b				B-15f, B-16b, B-16f, B-15b

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 be seated around tables for 4. Please note that no food or drinks are included in this class of travel. You 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.

Boarding
You are asked to arrive at your departure Station (Fort William / Mallaig) 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.

Confirmed Timings

Outward			Return		
Departing	Fort William	14:40	Departing	Mallaig	18:40
Arriving	Mallaig	16:42	Arriving	Fort William	20:31



AT THE STATION:

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

When you arrive at the station signs will direct you to the waiting area for the Jacobite. Please follow the signs and do not enter the station until directed by a member of staff.



To aid social distancing, signs will be placed around the station and the platform areas. Please ensure you keep a safe distance from other parties, and respect others around you.



Our staff will be on hand to meet you upon your arrival to the station, and will then direct you as to your boarding area. Look out for our signs to help you identify our team. If you need assistance with boarding, please ask a member of our staff who will happy to help.



A free standing sign will show where the Guards van will be for any passengers wishing to purchase tickets on the day (only a limited number of tickets are available to purchase on the day).



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.



Face masks are mandatory on all of our trains, except for certain exemptions (please refer to page 8). You are allowed remove the face mask when eating or drinking, but the mask must be worn at all other times. When boarding the train, moving around the train or embarking, then the wearing of face masks is mandatory. If you have forgotten to bring face masks with them, we do have a limited number available for sale on the day, prices start at £1.





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. The buffet counter will not be open until legislation allows.



Cream teas will still be available, but only in the main first class carriage (A). These must be pre-ordered, at least seven days in advance of your trip departing. Please note that during the pandemic we are supplying the cream teas in disposable packaging and any drinks will be in disposable cups. These measures might change without notice, but are in place for the safety of our passengers and staff during the Covid-19 pandemic.



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





COVID-19 H&S UPDATE

THE JACOBITE STEAM TRAIN

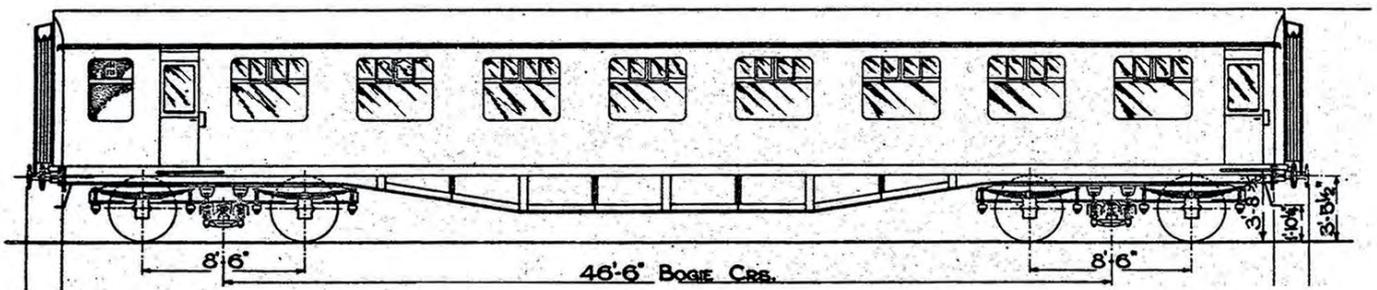
IN CONJUNCTION WITH CURRENT GOVERNMENT LEGISLATION

ON-BOARD:

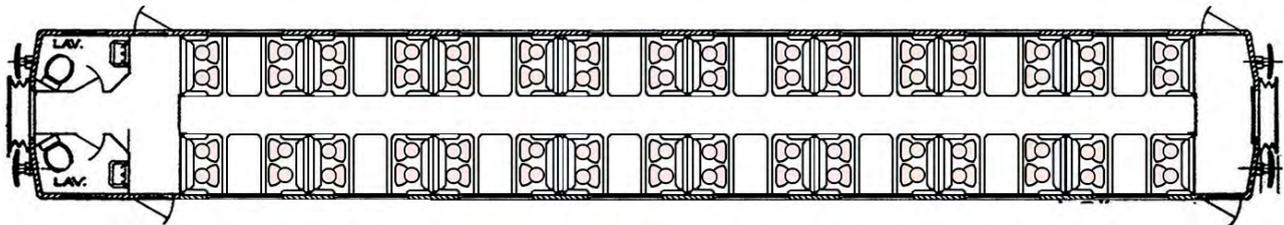
Our on board team are temperature tested on the day of departure and if they are displaying symptoms they will not travel, our team members will be wearing PPE in line with the requirement at that time.

We have fitted screens to each row of seats to improve the protection for passengers.

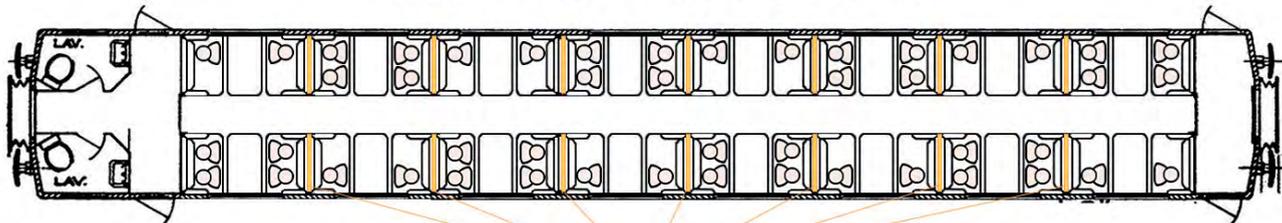
Standard 64 Seat Carriage Layout



Normal 64 Seats - Seating Layout



With Dividers - Seating Layout



Fitted Dividers



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 must 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.