



**Santa hopes you will
have a wonderful
time with him at the
East Somerset
Railway!**

Arrival and Seating

- * The coach doors will open 15 minutes before departure. Santa suggests you are on the platform awaiting the opening of these doors.
- * Santa's train is unable to wait for late arrivals due to timetable scheduling.
 - ***We DO NOT allocate seats and run on a first come first served basis,*** which means there are seats for everyone but if you would like to sit in a specific carriage we suggest you arrive with plenty of time. If you arrive with only a few minutes to spare we cannot guarantee your group will be seated together.

Journey Time

- * Santa's train will take up to one and a half hours depending on the number of children on board.
- * Santa will not let the train back to Cranmore Station until he has seen all the children and he asks for your patience if you are seen at the beginning of the trip.

Santa's Programme of Events

- * As Santa's train departs, each child in turn will be asked to visit Santa in his grotto. While this is happening Santa's helpers will bring drinks and snacks for all to enjoy.
- * During your journey Santa has an entertainer going through the train whilst you await your turn. There will also be a quiz and colouring for the children to do. Santa's helpers will also be holding a daily raffle for a festive hamper on each train.

Santa's frequently asked questions

Q: *Is there a toilet on board?*

A: Yes, the train has toilet facilities, these are limited and you may find a queue. However, the platform and station building has toilets for before and after your trip.

Q: *I'm too hot/cold, are there any heating controls?*

A: Yes. Each carriage has temperature controls. Please ask for assistance if necessary.

Q: *I have a question or issue?*

A: Please speak to one of our staff, we are more than happy to help.

Our Shop & Restaurant will be open 10.00am – 4.00pm

Our restaurant will be serving hot and cold foods and our shop will be open. We stock ESR memorabilia, biscuits, books, DVDs, mugs, calendars, puzzles, tea towels, fridge magnets, badges, Big Jigs railway toys, Thomas & much more!