

Welcome on board THE POLAR EXPRESS™ Train Ride Edinburgh!

Hello, we are very excited that you have chosen to join us on board THE POLAR EXPRESS™ Train Ride Edinburgh this Christmas!

We are sure you will have a magical experience with us. Keep this email safe, it contains lots of information that you need to know before travelling with us!

Finally, we hope you have a magical time with us! See you soon!

PNP Events Ltd

Where do I Park?

There are a few different car parks in the areas surrounding the station, but we recommend passengers utilise the public transport network around Edinburgh Waverley to avoid reliance on unpredictable car parking availability near the station itself.

What do I do when I arrive/How do I check in?

When you arrive at the platform (Platform 2), you will be asked to show your tickets to a member of staff in a blue coat. Your ticket details are in a separate email from Etix. This will feature a scan code for the booking which we will use to check you in on site. Please ensure you have this email to hand when you arrive at the railway to ensure a smooth check in process.

Check in opens 30 minutes before the time on your ticket. We recommend that guests arrive at the platform ready to check in 30 minutes before the time on your ticket. Your ticket will not be valid if you arrive more than an hour before this time and you will be denied access to the site until this time. In order to check in you need this email with your QR scan code and seating information on it.

If you have not had your Golden tickets posted out to you, you will be able to pick them up while you are checking in. Once you are checked in, you will be given a wristband so you can leave the platform area without needing to re-check in, although you may be asked to do another bag check if you do leave the area.

How long will my experience last/ onward journey?

Please allow 2 hours from the time on your ticket for the entire experience. However, please be aware that, as we are operating the experience on the mainline, our timings are at the mercy of Network Rail and subject to change with a little to no notice. Therefore, please keep this in mind when planning onward journeys back home after travelling with us.

Where do I collect my Golden Tickets?

Golden tickets should be collected upon arrival at the station during the check in process, unless you have paid to receive them by post in advance. Golden tickets are part of the experience but are not interchangeable with your scannable eTickets, so ensure you have the email ready when you arrive at the station. Please allow for extra time to check in when planning your journey to us.

What should I wear?

Pyjamas of course! We encourage our guests to wear pyjamas and robes just as the characters did in the film! However, because it is winter and partially an outdoor event we ask guests to bring a warm coat, a brolly and wear sensible sturdy shoes. No slippers please! The event is inside the main public railway station with uneven floors and mechanical escalators, and parts of the platform are outside - we would hate for you to ruin your bunny rabbit slippers!

Food, Drinks & Gift Shop

Food and drinks will be available to purchase from various locations inside Edinburgh Waverley Station, a full list of available vendors and their opening hours can be found here:

https://www.networkrail.co.uk/communities/passengers/station-retail-directory/?station_id=5632 A small selection of official THE POLAR EXPRESS™ Train Ride merchandise will be available for you to buy in our platform shop, which will be **Card Only** (no cash accepted on site).

Toilets

We ask our guests to use the public toilets in Edinburgh Waverley Station prior to making your way to the platform. While there are emergency toilets on the train, there are not many in relation to the number of people on board and are reserved for emergency situations only.

Prams / wheelchairs / accessibility

Prams and Wheelchairs will be left in an enclosed section on the platform. This area is sheltered and watched by a member of staff, but it is not locked so items should be left at owners risk. Unfortunately, due to the nature of the heritage railway carriages we use for the event, we are unable to accommodate wheelchairs on board the train. There is an area you can leave the wheelchair on the platform if you are able to transfer into the carriage. Please note there is a step up onto the train. The station does have accessible lifts to the platform itself.

I'm going to be late. Can you help?

Our advice if you are going to be late is **just keep coming!** When you arrive, **head to customer services** who will be able to advise you. *However*, we cannot guarantee you will be able to board. **Please note we are unable to hold the train and doors must lock 10**

minutes prior to arrival, as per main line station guidelines, and cannot be opened once this has occurred, even if the train has not yet departed.

Bag checks/ luggage storage

No bags should be larger than A4 due to the limited space on board, as well as for security reasons. Passengers with luggage/larger bags will be asked to use the luggage storage provided at the station itself.

<https://www.left-baggage.co.uk/en/locations/left-luggage-edinburgh-waverley>

I have another Question / I need to contact you?

Head to our website at <https://edinburghthepolarexpressride.com/> where you can read our FAQs and contact us directly. Please note Polar Express enquiries cannot be answered by calling the station as this event is run by PNP Events Ltd.

For live updates on the day, follow and turn on notifications for our instagram stories @polarexpressedinburgh.

Steam engine scheduled to power trains at Edinburgh Waverley Station. Other locations may vary. Host reserves the right to change locomotive at their discretion as needed.

THE POLAR EXPRESS and all related characters and elements © & ™ Warner Bros.

Entertainment Inc. (s24)

PNP Events Ltd - Company Number 11056091
