

Welcome on board THE POLAR EXPRESS™ Train Ride London Euston!

Hello, we are very excited that you have chosen to join us on board THE POLAR EXPRESS™ Train Ride London Euston 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 need to go and where do I park?

Head to Euston Central Station, Euston Rd, NW1 2RT. Head to the main entrance and follow signs to platform 16. There are a few different car parks in the areas surrounding the station, but we recommend passengers utilise the public transport network around London Euston Central Station. As well as being a mainline station, Euston also has its own underground station and is only a few minutes walk from both Kings Cross and Euston Square tube stations. You can plan your journey here: <https://tfl.gov.uk/plan-a-journey/>

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

The gates to platform 16 will not open until 30 minutes prior to your experience start time, so please do not arrive before this time. There is a waiting area on the platform but there is no seating. **Please arrive no later than the experience start time.** When you arrive on Platform 16 our friendly staff will scan the code found in your email, sent in a separate email from Etix. Please ensure you have this email to hand when you arrive to ensure a smooth check in process and make note of your allocated door letter and seating numbers.

Please also have your bags open and ready for security checks upon check in. Please see below information in regards to baggage.

If you did not choose to have your golden tickets posted out to you, you will be given them upon check 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 will be asked to join the entrance queue and will be asked to do another bag check if you do leave the area.

How long will the experience last?

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 or plans 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.

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 and wear sensible sturdy shoes. No slippers please! The event is inside the main public railway station with uneven floors and parts of the platform are outside - we would hate for you to ruin your bunny rabbit slippers!

Food, drink & gift shop

Food and drinks will be available to purchase from various establishments inside London Euston 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=5631. There is no food or drink available on the platform and we do request you refrain from bringing hot food onto the train. 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). Don't forget our chefs will serve you hot chocolate and yummy cookies onboard (most allergies catered for).

Toilets

We ask our guests to use the public toilets in London Euston Station prior to making your way to the platform- follow signs to platform 1. These are free to use. Whilst 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

Unfortunately, due to the nature of heritage railway carriages, we are unable to accommodate both wheelchairs and prams on board the train. We request passengers to refrain from bringing a pram. A storage area for prams will be available- however all items are left at owners risk. Please speak to our team upon arrival. Wheelchair users will be required to transfer from the chair to the carriage, which does involve a few steep steps, and wheelchairs will be placed in a storage area. The platform is accessible via a ramp.

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 6 minutes prior to arrival and cannot be opened once this has occurred, even if the train has not yet departed.**

Bag checks/ luggage storage

All bags will be checked upon arrival at the platform. 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.euston.com/left-luggage/>

I have another question / I need to contact you?

Head to our website at <https://londonthepolarexpressride.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 @polarexpresslondon.

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

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