

Welcome on board THE POLAR EXPRESS™ Train Ride South Devon!

Hello, we are very excited that you have chosen to join us on board THE POLAR EXPRESS™ Train Ride South Devon 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?

If you have not pre-booked parking, you can pay in the shop at £5 per car and will be asked to provide your registration number so please have this ready. **We strongly encourage you to car share.** Guests who have purchased parking in advance online, your registration will be matched to the one in our system by our parking attendants.

Parking is at the railway with timed entry. Please see overleaf for your times.

Our address: South Devon Railway, Dartbridge Rd, Buckfastleigh, Devon, TQ11 0DZ

What3Words users can use the following to find the entrance to the Railway:

[///influence.bookmark.provide](https://www.what3words.com/?i=influence.bookmark.provide)

There is a vehicle height restriction to access the car park. We ask you to leave the motorhome at home as parking is limited.

Accessible parking: Located in the main car park- please follow signs for the car park and let marshals know you require blue badge parking. You will need to display your blue badge upon arrival.

What do I do when I arrive?

When you arrive on site, you will be asked to show your etickets to a member of staff. 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 to ensure a smooth check in process.

We recommend that guests arrive at the station ready to check in no more than 30 minutes prior to 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.

No bags should be larger than A4 due to the limited space on board, as well as for security reasons. Please leave larger bags and items (e.g. pushchairs) in your car or at home when travelling with us - baby changing and larger medical/accessibility bags are exempt.

Where do I collect my Golden Tickets

Golden tickets should now 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 Scan Tickets, 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 broly and wear sensible sturdy shoes. No slippers please! We are a working railway with some uneven floors and it can get a little muddy, we would hate for you to ruin your bunny rabbit slippers!

Food, Drinks & Gift Shop

There will be an Event Village with food, treats & drinks available on arrival before your departure, which you will also be able to access after your experience. There are vegan and gluten free options available from the outlets. Also a selection of official THE POLAR EXPRESS™ Train Ride merchandise will be available before and after the event. **Card and cash are accepted for payment of food and retail items, but card payments are preferred.**

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

Our advice if you are going to be late **is just keep coming!** The time on your tickets isn't exactly when the train leaves. **Park up and head to customer services (located in the gift shop)** 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.**

Prams / wheelchairs / accessibility

Please be aware that our heritage carriages have no storage or access for prams and wheelchairs and these will have to be left on the platform.

I have another question / I need to contact you?

Head to our website at <https://southdevonrailwaythepolarexpressride.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 @southdevonpolarexpress.

Steam engine scheduled to power trains at South Devon Railway. 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
