

Welcome on board THE POLAR EXPRESS™ Train Ride Spa Valley!

Hello, we are very excited that you have chosen to join us on board THE POLAR EXPRESS™ Train Ride Spa Valley 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? - NOTE: there is no parking at the railway.

Tunbridge Wells has many public car parks available, some just a few minutes' walk to the railway. We therefore ask our guests to park and make their way to us at the railway. Please allow extra time when planning your journey to us to allow for traffic delays.

We have also included a leaflet with the local car parks on and an estimated time to walk to the railway you can also visit [tunbridgewells.gov.uk/parking/](https://www.tunbridgewells.gov.uk/parking/) for the latest parking updates and locations.

Once you have parked, please make your way to the railway at:

Spa Valley Railway, Tunbridge Wells West, TN2 5QY
If you have What3Words use //hidden.train.royal

Please note: We do not accept responsibility for your parked vehicle, or any fines incurred should the train be delayed. We also cannot accept responsibility should any information be incorrect or car parks closed / full leading to a delay. Information correct at time of publication.

Disabled Guests

Most car parks around the railway have disabled parking available. Please see the council website for full details. [tunbridgewells.gov.uk/parking/](https://www.tunbridgewells.gov.uk/parking/)

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

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 at the railway itself to ensure a smooth check in process.

We recommend that guests arrive at the station ready to check in around 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.

No bags should be larger than A4 due to the limited space on board, as well as for security reasons. They cannot be stored in the overhead luggage racks as these are used for parts of the experience. Please leave any larger items, suitcases etc in your vehicles. Bags of any size for baby changing and for medical requirements are allowed.

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 area with hot food, treats & drinks available on arrival before your departure. Also, a selection of official THE POLAR EXPRESS™ Train Ride merchandise will be available before and after the event. You can also purchase items from NorthPoleTrading.co.uk. **The purchasing of food and retail items is with card ONLY. We do not accept cash on site.**

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** 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.

Please use the toilets before boarding the train as there are very limited toilet facilities on board for emergency use only.

I have another Question / I need to contact you?

Head to our website at <https://spavalleythepolarexpressride.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, follow and turn on notifications for our instagram stories @pespavalley.

Steam engine scheduled to power trains at Spa Valley Railway. Other locations may vary. Host reserves the right to change locomotive at their discretion as needed.

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Entertainment Inc. (s24)

PNP Events Ltd - Company Number 11056091
