

# Welcome on board THE POLAR EXPRESS™ Train Ride Wensleydale!

Hello, we are very excited that you have chosen to join us on board THE POLAR EXPRESS™ Train Ride Wensleydale 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 at the gate at **£10** per car and will be asked to provide your registration number so please have this ready.. Guests who have purchased parking in advance online, your registration will be matched to the one in our system by our parking attendants.

**Please use postcode DL8 1DT and look for the signs directing you to the appropriate parking location on arrival.** What3Words users can use the following to find the entrance to the Park and Ride:

///snowboard.tomorrow.brand

We recommend you arrive at Leeming Bar Services on the A1M **no later than 30 mins prior to the time on your ticket** to allow time to travel to the railway station and check in.

**There are no spare seats on later trains if you miss your booked times.**

## 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 at the Park and Ride, and to the railway itself to ensure a smooth check in process.

We recommend that guests arrive at the station ready to check in no later than 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.

No bags should be larger than A4 due to the limited space on board, as well as for security reasons.

## 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 brolly 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 hot food/drinks available on arrival from 45min before your departure if you wish to ensure you get there in plenty of time. A selection of official THE POLAR EXPRESS™ Train Ride merchandise will be available on site. Food and drinks will also be available to purchase when you are waiting for your departure. **Cards are accepted for payment of food and retail items.**

## 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 at the park and ride** inform the bus driver who will get you to us quickly 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.**

## I have another Question / I need to contact you?

Head to our website at <https://yorkshiredalesthepolarexpressride.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 @polarexpresswensleydale.

Steam engine scheduled to power trains at Wensleydale 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

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