

We aim to recreate railway travel as it was in the past. There are a number of differences when travelling with us rather than on the modern national rail network. The information on this sheet is provided to help you have a safe and enjoyable day.

Station Areas and Platforms

- Please remain within public access areas and do not walk off the ends of platforms onto the trackside.
- Please keep children and dogs under close control.
- Take care with buggies and pushchairs etc so that they do not roll off platforms.

Crossing the railway

- Use only the authorised level crossings at our 3 stations.
- Look both ways before crossing and close any gates after use.
- Adhere to any instructions from staff manning the crossings.

Boarding and alighting from the train

- Please mind the gap between the platform and carriage.
- Be extra careful with children or if you have limited mobility.
- Do NOT attempt to board or alight from a moving train.
- Pushchairs, buggies and bicycles etc should be loaded into the luggage van area.

Carriage Doors *Unlike modern trains, all the doors on our carriages are manually operated.*

- Do NOT operate the doors when the train is moving.
- To open the doors from outside, turn the handle to the vertical position and pull the door towards you.
- To open the door from inside the train: Ensure the door is adjacent to a platform, open the window, reach out, turn the door handle to the vertical position and push the door open.
- The lock will engage when the door is fully closed and the external handle will revert to the horizontal position.
- The doors on the heritage railcar have internal handles, but these are very stiff to use to prevent accidental opening.

Door fully closed.



Door Open



Internal door handle



Windows

- Carriage door windows can be opened by pushing the metal bar on the top of the window towards the window and then pulling the window down.
- Do NOT lean your head or other parts of your body out of any window whilst the train is in motion.
 - Lineside vegetation is regularly controlled but there may be vegetation close to the train.
 - The company reserves the right to remove from the train anyone deliberately leaning or projecting body parts out of windows after being warned not to.

Toilets

- Toilets are available on our stations at Shackerstone and Shenton.
- There are a limited number of on train toilets.
 - Please keep use of on train toilets to a minimum, and do not use at all when stopped at stations.
- The heritage railcar does NOT have any on train toilets.

General

- Please keep gangways and doors clear of obstacles.
- In case of emergency please follow the instructions of the train crew.
- There is an emergency alarm system, that when activated applies the train's brakes.
- Other than in exceptional circumstances, it's advisable to directly contact a member of the train crew rather than using the alarm.
- The train guard can normally be found in the luggage van area.
- There is also normally a travelling ticket inspector.
- First aid kits are carried in the Guards Van.

