



**The Settle-Carlisle Railway Development Company Ltd.  
The Anniversary Express**

**Frequently Asked Questions**

***Can I book tickets over the phone?***

Bookings can be made between 9.30 am and 3 pm Monday to Friday.

As we are currently unable to accept card payments by telephone, you will be sent an invoice via email. The invoice will contain a link which will enable you to pay using your debit or credit card.

Alternatively, we will accept payment for tickets via BACS. This can only be arranged by calling the Appleby office.

***Can I get a discount with my railcard?***

Concessionary fares or discounts for railcards are not available.

***What is a child ticket?***

Child tickets are available for children aged 5 to 12 years.

There are no concession fares available to purchase in First Class with Premier Dining or First Class. A Child ticket in Standard class can be purchased for £39.00.

***Am I allowed to bring my dog on the train?***

Only guide dogs and other "helping" dogs are allowed.

***What do the B and F mean on the tickets?***

The B and F identify which side of the table you will be sitting. I.e. 'F' indicates facing forward on the outward journey and 'B' indicates facing backwards. Please be aware that you may be facing the opposite direction on the return journey.

For operation reasons, we do not know which direction carriages will travel; we are unable to guarantee a forward-facing or backward-facing journey or to allocate seats on a particular side of the train.

A private table for 2 in First Class with Premier Dining and First Class is available for an additional £20.00 per person.

### ***What are the seating arrangements?***

In both First Class with Premier Dining and First Class carriages, there are tables for two and tables for four. In the standard class carriages, there are tables for four only.

### ***How do I make sure seats for everyone travelling with me are together?***

We will use our best endeavours to allocate any seating preferences. Please note your seating preferences in the 'Order Notes' section when completing your booking.

Your ticket will state which carriage and seat number you have been allocated. To ensure a timely departure, please make yourself aware of this before you board the train.

### ***What are the benefits of First Class with Premier Dining and First Class?***

Seats in these carriages are more comfortable and larger than those in standard, with more leg room and higher quality furnishings.

#### **First Class with Premier Dining:**

On boarding, passengers will receive an at seat silver service including complimentary Bucks Fizz with a choice of cooked Breakfasts, cereals, freshly brewed coffee and a selection of fine teas. On the return journey, passengers will be served a three-course roast dinner

All meals offered to passengers travelling in First Class with Premier Dining are freshly prepared onboard by The Gravy Train Catering Company. A Vegetarian meal option is available upon request. Requirement of a vegetarian meal(s), for each passenger, must be confirmed when purchasing your ticket(s).

#### **First Class:**

Passengers will enjoy an at seat service of freshly brewed coffee, fine teas and snacks on both the outward and return journeys.

### ***What food options are available to passengers travelling in First Class with Premier Dining and do you cater for any specialist dietary requirements?***

All meals offered to passengers travelling in First Class with Premier Dining are freshly prepared onboard by The Gravy Train Catering Company. To view a sample menu, please visit <http://www.gravytraincatering.co.uk/sample-menus.html> .

A Vegetarian meal option is available upon request. Requirement of a vegetarian meal(s), for each passenger, must be confirmed when purchasing your ticket(s). It is not possible to request vegetarian options on the day of travel.

Please confirm this by entering it in the 'Order notes' box when completing your order. E.g. For two passengers write '2 Vegetarian'. If the order notes box is left blank it will be assumed that you do not require a vegetarian meal.

Regretfully, due to the constraints associated with on train catering we are unable to offer any other special dietary requirements (i.e. nut allergy, vegan, gluten free diets etc).

### ***Will passengers boarding at Settle, Hellifield or Clitheroe be able to benefit from Premier Dining?***

We regret that First Class with Premier Dining is only available to passengers boarding at Carlisle, Appleby, and Kirkby Stephen.

***Is the train suitable for a wheelchair user?***

Due to the age and construction of the train's carriages, it is not possible to board whilst seated in a wheelchair. Non-folding mobility scooters and wheelchairs cannot be conveyed due to the age and vintage design of the carriages.

We will be pleased to help passengers of limited mobility provided they can step onto and off the train from the platform and move to their reserved seat with the help of an able-bodied person. Any wheelchairs, walkers or mobility scooters MUST be folded by you and taken onto the train. The folded wheelchair/mobility scooters will be stored at the end of the carriage on in the support coach.

We will do our utmost to assist disabled passengers. Please contact us to discuss assistance which may be required.

***Can I bring my bicycle onto the train?***

Sorry in view of the limited space available, bicycles cannot be accepted.

***Can I bring a pushchair/buggy?***

Folding pushchairs and buggies can be accepted but must be folded and carried onto the train. Due to the limited space available, they must remain folded and stored in the support coach.

***What are the car parking facilities at the station?***

Car parks are available at all the departure stations. Please note there is a charge for parking at Carlisle, Appleby and Settle stations. Please be aware that some car parks may be full and you may need to find an alternative car park.

***Will my tickets be sent by post or by email?***

An email containing your tickets, seat and carriage information, and exact departure/arrival times will be emailed to you approximately 7 days in advance of the excursion. Tickets will not be posted.

If you have not received this email, please contact our Appleby Office on 017683 53200 before Wednesday 10<sup>th</sup> July 2019. We do recommend that you check your emails spam/junk folders.

Your confirmation email (ticket) can be printed or shown on a mobile device. If you wish to keep your tickets on a mobile device, please ensure your device is fully charged.

You will not be permitted to travel or board the train without any proof of ticket. It is the responsibility of passengers to ensure they board the train with the correct ticket.

***Do Under 5's travel free?***

Yes, provided they share a seat with a ticket holder.

***I want my child who is under 5 years to have a seat***

If you want a seat for a child under 5 years old, you must purchase a ticket.

***Will there be any refreshment facilities on board?***

Yes, a buffet counter service of snacks, hot and cold drinks, and alcoholic beverages will be available throughout the outward and return journeys.

***Can I bring my own refreshments on board?***

Yes, you are welcome to bring your own food and drink in First and Standard class.

***Are there toilet facilities on board?***

Toilets are situated at the end of each carriage.

***How much time can we spend in Chester?***

It is likely that you will have about 4 hours in Chester, but this is subject to confirmation. Exact arrival and departure times for Chester will be announced closer to the date of the excursion.

***What happens if I miss the train?***

It is your responsibility to get to the station in sufficient time to board before departure. We do not accept any responsibility for any costs you incur should you fail to board the train.