



# How to book Santa Specials 2022

We will be using the Chattenden & Upnor Railway coaches which are split into compartments (but not necessarily with walls between compartments). Each compartment has capacity for six passengers. Other passengers may book any unused seats in the compartment.

**If you have infants that are able to travel on an adult's lap so you can get more of your party in the same compartment, for example you are six adults and two infants, please book the infants in Compartment A0 or C0, this will then indicate that they will be travelling on laps, they will, of course, travel in your compartment on the day - you will have to do this separately to booking seats in your compartment, read on for further instructions. If in doubt, email [admin@sklr.net](mailto:admin@sklr.net) or call Paul on 07973 192938.**

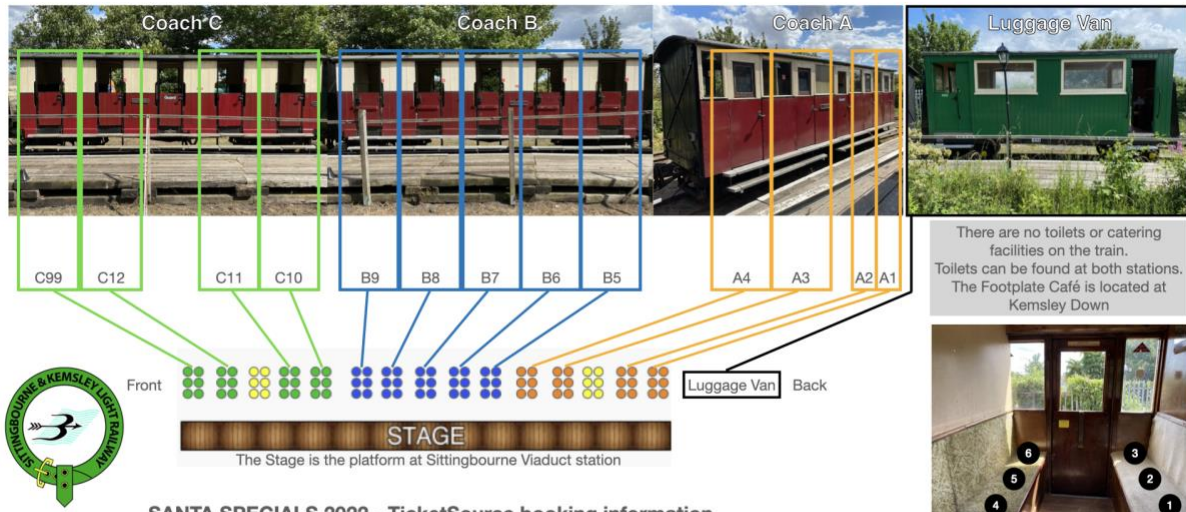
## Step-by-step instructions

**Step 1.** Choose your train from those listed below and click on 'BOOK NOW'.

**Step 2.** On the diagram of the train first select the compartment you would like to travel in. Grey dots are booked seats and coloured dots are available seats. The compartments are in blocks of six seats.

The front of the train on departure from Sittingbourne Viaduct (where your journey begins) is to the left. The 'stage' is the platform where you first board the train. There are three coaches available for booking:

- **Coach A** is at the rear of the train and is orange on the diagram (the right-hand compartments)
- **Coach B** is the middle coach and is blue on the diagram (the middle compartments)
- **Coach C** is front of the train and is green on the diagram (the left-hand compartments)
- **Compartments A0 and C0** - these may be booked for infants travelling on the laps of adults to maximise the seating available in a compartment



### SANTA SPECIALS 2022 - TicketSource booking information

The top picture shows how the train will look at Sittingbourne Viaduct station, Coach C will be next to the engine on departure, the luggage van will be at the back of the train.

Each compartment is labelled A1-C12 & C99, the numbers are in sequence by coach along the length of the train.

Each compartment can carry six passengers, seats are numbered as shown in the photo above-right - you will select individual seats when booking.

Two compartments are shown in yellow - A0 & B0 - if you have infants that will be travelling on an adult's lap to maximise compartment use, for example you have 6 adults and 2 infants, these tickets can be allocated to them, they will of course travel in your compartment on the day.

Whilst there is step-free access from the car park to the platform there is still a step onto the train - please see our Accessibility Statement on the home page of [www.skrlr.net](http://www.skrlr.net)

**Step 3.** Click on the compartment, you will then be provided with the ticket pricing options:

- **Adult (anyone aged 16 or over or a child who doesn't want a gift from Santa)** - £14 includes return trip and seasonal refreshments
- **Child (aged 3-15)** - £14 includes return trip, personalised Christmas card from Santa and a quality gift of their choice from Santa's grotto
- **Infant (aged under 3)** - £10 includes return trip, personalised Christmas card from Santa and a quality gift from Santa's grotto
- **Adult Member (members aged 16 or over or a child who doesn't want a gift from Santa)** - £7 includes return trip and seasonal refreshments
- **Child Member (aged 3-15)** - £10 includes return trip, personalised Christmas card from Santa and a quality gift of their choice from Santa's grotto

SKLR Members will need to provide their surname and membership numerals (not the letter, note that it's 'O' in Ordinary membership not zero so don't include it). The bookings will be reviewed, child bookings are for Junior members or Family members, beginning with J or F respectively. Life membership starts with L.

**Step 4.** Choose all of the tickets required for that compartment (six passengers), if you need more tickets in another compartment you will have to add another compartment selection later, click 'next'.

**Step 5.** Now you will be asked to choose your seats from the six shown, greyed out seats are already taken. If you are a party of two passengers, please choose seats 1&4 or 3&6, to sit opposite each other, you may have to share a compartment with other passengers.

You will have a queue of passengers shown alongside 'Remaining to be seated', each one moves to the seat as you click on it. When all the seats are allocated, click 'next'.

**Step 6.** You will be shown the total number of tickets booked so far and asked to tick the box about terms & conditions then you will be asked additional questions:

- **Adult tickets: do you have any food allergies or preferences we should be aware of?** - if one of your party is vegetarian or vegan or has food allergies, please state this here e.g. 1 x vegan or 2 x gluten free
- **Child/Infant tickets: what is their name (for a personalised Christmas card)?** - please list the first names of the children/infants with a comma separating them

Click 'next'.

**Step 7.** If you need to book additional seats click on 'continue shopping' and go back to **Step 1**, otherwise click on 'checkout >>' and complete your contact and payment details.

**Step 8.** Once completed, you will receive an e-ticket which must be presented at the Ticket Office at Sittingbourne Viaduct station for scanning.

**Please note:** the Sittingbourne & Kemsley Light Railway is absorbing the cost of the booking fee (i.e. taking less fare to cater for the booking fee), if we cancel trains, we will instruct our ticket agent, TicketSource, to refund fares and you will get a full refund, however, if you ask to cancel your booking the refund will not include the booking fee. If you have any issues please email [admin@sklr.net](mailto:admin@sklr.net) or call Paul on 07973 192938.

If you would like to book your tickets by phone, please call the TicketSource Telephone Box Office Service on 0333 666 3366 - this is a local rate call but you will be charged a £2 booking fee.

## What to wear

As you can see in the photos, compartments in Coaches B and C do not have closeable windows so please dress in layers and bring a travel blanket to put over your lap to keep warm.

Sturdy footwear is also recommended as Kemsley Down does not have paved footpaths.

## Santa's Grotto and Seasonal Refreshments

Santa's Grotto will be located in a new building close to the Footplate Café - there will be a warm queuing area indoors before going through to see Santa, supervised by Mrs Christmas, each child will also receive a personalised Christmas card.

Santa will speak to the child for a few minutes before they can choose a present of their choice from the selection of gifts - they are not wrapped as past passengers have preferred to be able to see the gifts and choose the one they want.

Adults will receive seasonal refreshments in the Footplate Café - including a mince pie, sausage roll and a treat of your choice from a selection as well as tea, coffee or hot chocolate.