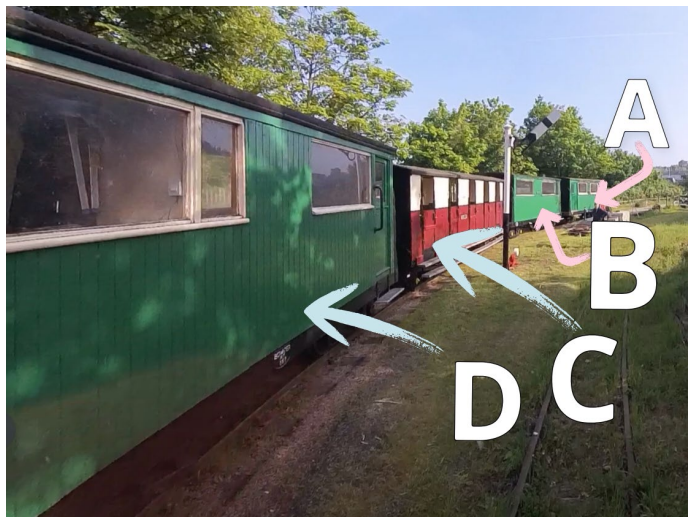




# How to book Santa Specials 2024

We will be using three Bowaters and one Chattenden & Upnor Railway coaches this year, the capacity of the coaches is detailed below.

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 seating bay or coach, for example you are six adults and two infants, please book the infants as 'Infants travelling on laps', this will then indicate that they will be travelling on laps, you will have to do this separately to booking the rest of the seats as they are specific to a coach or seating bay, read on for further instructions. If in doubt, email [admin@sklr.net](mailto:admin@sklr.net)



## Step-by-step instructions

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

**Step 2.** You will now be able to select from the following selection:

- Infants travelling on laps – this will be associated with your booking without taking up a seat
- **Coach A** – this is a wheelchair-accessible coach, please email [admin@sklr.net](mailto:admin@sklr.net) to book into this coach if you have a wheelchair user in your group. It can carry up to **14** seated passengers, there is also room under the seats for buggies.
- **Coach B** this coach carries **20** seated passengers, there is also room under the seats for buggies.
- **Coach C** this coach has **five bays of six seats** so larger parties could travel together in adjoining bays. **This coach does NOT have closable windows.**
- **Coach D** seats **10** passengers, there is also room under the seats for buggies.
- A separate guards van will also be available for buggies.

Here are some 360° photographs of the inside of the coaches:

[https://momento360.com/e/uc/0606972e22eb4c5c8ff8da56bfe2880e?utm\\_campaign=embed&utm\\_source=other&size=medium&display-plan=true](https://momento360.com/e/uc/0606972e22eb4c5c8ff8da56bfe2880e?utm_campaign=embed&utm_source=other&size=medium&display-plan=true)

Click on the coach or seating bay you would like to travel in then click **next >>**

**Step 3.** 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)** - £16 includes return trip and seasonal refreshments
- **Child (aged 3-15)** - £16 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)** - £10 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.*

Choose all of the tickets required for that coach/seating bay, if you need more tickets and there is space in that coach/seating bay or you need to book more passengers into another coach or seating bay, please make a further booking (see **Step 5**).

Click **next >>**

**Step 4.** 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
- **Child/infant tickets: what is their age?** - to ensure we have a good selection of age appropriate toys and gifts, please add the ages of each child, separated by commas

Click **next >>**

**Step 5.** You will now be shown the summary page showing the train you are booking on, which coach or seating bay you are intending to travel in and details of your tickets. If you have made a mistake you can click on **change selection** or **remove selection**.

If you are happy with your order so far, click on **Eticket: £0.00** and you will be emailed an e-ticket for this event. If you'd prefer a printed ticket click on **Standard post: £2.50**. We are happy with either option.

TicketSource offer ticket insurance. If we have to cancel a train you will receive a full refund, this is more for your protection and details of what is covered is shown, there is a link to the plan terms below the boxes on this screen.

You do not have to purchase protection, just click on Non-refundable ticket.

The total cost of the booking so far is shown next.

Tick the box to confirm that you have read and agree to be bound by the terms of our Customer Purchase Policy (details of which can be found by click on the underlined words on the screen.

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

**Step 6.** Once completed, you will receive an e-ticket or ticket in the post be presented at the Ticket Office at Sittingbourne Viaduct station for scanning.

**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. If you have any issues please email [admin@sklr.net](mailto:admin@sklr.net) or call 01795 424899. No tickets will be available for sale on the day.**



## On the day

Please check our website in case we have any last-minute changes - [www.sklr.net](http://www.sklr.net) - also check your journey on a live journey planner such as Google Maps (ME10 2XD) or What3Words ([format.fits.trains](http://format.fits.trains)). There are loads of roadworks in and around Sittingbourne. You must travel on the trains you are booked on, but if you miss it, we will try to get you on the next train, if there's space. Call 07973 192938 if you think you are going to miss the train.

## What to wear

As you can see in the photos, Coach C does not have closeable windows so please dress in layers and bring a travel blanket to put over your lap to keep warm. None of the coaches are heated.

Sturdy footwear is also recommended as Kemsley Down does not have paved footpaths and can be slippery on cold or wet days.

## On arrival

We ask that you arrive 10-15 minutes before departure time at Sittingbourne Viaduct station so you have time to collect your ticket pack.

Please use the step-free entrance from the car park to the station and check-in at the ticket office. You will receive a ticket pack which includes your travel ticket, Christmas cards for the children etc. Your travel ticket also shows which Santa Group you are assigned to.

There's a wheelchair accessible toilet opposite the ticket office.

Board the train for the 15-minute journey to Kemsley Down. There is now a taller platform for the length of the train so passengers with reduced mobility should be okay boarding any coach although there is still a step - a ramp can also be deployed.

## At Kemsley Down

When the train arrives at Kemsley Down, Santa Group 1 passengers will be escorted by Santa or an elf to Santa's Grotto. Everyone else will go to the Footplate Café.

Santa's Grotto will be located in the museum, close to the Footplate Café - there will be a warm queuing area indoors before going through to see Santa.

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 as well as tea, coffee or hot chocolate. We can cater for most food allergies If advised in advance.

## The return trip

Your ticket shows the return train, you should travel back on the seats you arrived on. The train times are:

<b>Sittingbourne Viaduct</b>	<b>Kemsley Down</b>	<b>Kemsley Down</b>	<b>Sittingbourne Viaduct</b>
<b>Departure time</b>	<b>Arrival time</b>	<b>Departure time</b>	<b>Arrival time</b>
<b>11am</b>	<b>11.15am</b>	<b>12.30pm</b>	<b>12.45pm</b>
<b>12pm</b>	<b>12.15pm</b>	<b>1.30pm</b>	<b>1.45pm</b>
<b>2pm</b>	<b>2.15pm</b>	<b>3.30pm</b>	<b>3.45pm</b>
<b>3pm</b>	<b>3.15pm</b>	<b>4.30pm</b>	<b>4.45pm</b>

So, the round trip takes around two hours.

Passengers who would like their ticket pack folders to be reused or recycled can do so by leaving them at the ticket office but feel free to keep them as a souvenir of the day.

We really hope you will book tickets with us and look forward to seeing you at the Railway for a Santa Special.

Next year, we will be participating in Railway 200, but we will be closed from Christmas until the first Sunday in April, when the 2025 Season will begin.

In the meantime, we will be working hard on locomotives, carriages, wagons, buildings, track and pretty much everything else to get the Railway ready for the new season. Volunteers are always welcome because more hands make light work so more work can be delivered. Email [info@sklr.net](mailto:info@sklr.net) or visit [www.sklr.net](http://www.sklr.net) for more information.

