

COVID 19 – GUIDELINES FOR STRATHSPEY RAILWAY

Strathspey Railway would like to welcome you on board our heritage trains to have a nostalgic experience, but we do also recognise the importance of safety for all.

- **All tickets must be pre-booked** on line or over the telephone with a credit/debit card and will be issued as an email confirmation. **Actual tickets are given up to half an hour prior to departure time on day of travel.** You must have the last 4 digits of your booking reference handy and give the surname on your booking.



01479 810 725

- Please be aware your booking may be **cancelled and rescheduled or refunded** if you are coming from an area that has travel restrictions in place, and/or to comply with Scottish Government Guidelines.

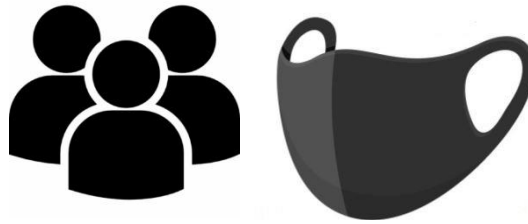


- Please do not attempt to travel if you have had any contact with anyone affected with the virus or are experiencing any of the known symptoms. If you need to cancel your booking due to this, we will change it at no extra cost.



- Our staff and volunteers at the station and on board will be wearing suitable PPE where necessary. **We also require our customers to wear a face covering**

whilst on board as well as at the station unless exempt. The only other exceptions to this is when you are eating/drinking or if you are in First Class, Director's Class or Chairman's Class (as these are for exclusive use and for smaller numbers of people).



- Social distancing measures will be in place on the Station platform as well as on board the train. The party you book will be seated together and **we ask all customers to limit movement around the train.** Please ensure when disembarking you also adhere to social distancing.



- Our Station platforms and on board each carriage will have hand sanitiser available **which we encourage our customers to use regularly.**



- To support the Test & Protect system set out by the Scottish Government **we ask for all of your party's contact details** so please ensure accurate information is provided at the time of booking.

