

RESTARTING TRAIN OPERATIONS

IN CONJUNCTION WITH CURRENT GOVERNMENT LEGISLATION IN ENGLAND

TRAVELLING WITH NORTHERN BELLE ‘THE SAFE WAY’

Three simple words that mean so much “the safe way” becomes part of our everyday vocabulary. We have worked hard to ensure that travelling on the Northern Belle train is as safe as possible, both for our guests, colleagues and local residents, whilst not detracting from the enjoyment of the day.

Please see the following pages which outline the processes that we have put in place to ensure our guests have a safe and enjoyable journey.

- COVID-19 symptoms
- On board signage
- Just the ticket
- Carriage capacities & seating dividers
- At the station
- Increased hygiene & sanitation
- Moving inside the train
- Food service



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COVID-19 SYMPTOMS



FEVER



COUGH



SHORTNESS
OF BREATH



LOSS OF TASTE
OR SMELL



HEADACHE

Have you had contact with a person with Covid-19 within the last 14 days?

If you are showing any of the above symptoms, then please do not attempt to travel with us. Contact our reservations team who will reschedule your booking to a later date free of charge.



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JUST THE TICKET

Historically we have sent tickets by post. We will now only be sending an 'e-ticket' via email, which can be downloaded on to your mobile phone or tablet. Passengers without this facility will receive their ticket in the mail in a wipe-able PVC packet (only available for mainland UK).

Rather than presenting a physical ticket, passengers will be asked for their carriage name and seat numbers from their tickets.

Passengers will then be given directions to their seats, without the need for a ticket inspection.



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AT THE STATION

- Please arrive at the station around 20 minutes prior to the departure time on your e-ticket.
- It is advisory to wear a face covering inside the station and whilst moving around the train.
- Make your way to the platform and ensure you keep your distance from other passengers.
- We will have a Northern Belle representative on the platform. We request you keep your distance and they will only communicate to you directly if we are delayed or there has been a change of platform.
- When the train arrives the stewards will be wearing face coverings and will have opened the doors for you. Please make a note of your carriage and seat numbers beforehand in order to board the appropriate carriage. There will be signs to help with this.
- Please keep a safe distance at the entrance doors from the other passengers and stagger your boarding so you keep as much social distance as possible.
- Your seat numbers are indicated on brass circles below the windows so please make your way as quickly as possible to your seat and be patient with other guests.
- We have fitted hand sanitiser dispensers mounted on the wall near the doors of each carriage. We advise the use of these as you enter/exit the train.
- Your coats/jackets can be stored in the brass luggage racks above your seats. Our stewards will not be handling any personal belongings during this current time.



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MOVING INSIDE THE TRAIN

Please note that anytime you move around the train we advise you to wear a face mask. Carriage to vestibule doors will remain locked open so you do not have to touch internal door push plates.

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ON BOARD SIGNAGE

Various signage will be added to the train to encourage staff and customers to socially distance, wear masks and sanitiser regularly.

See separate detailed sizing document.



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CARRIAGE CAPACITIES

Our standard carriage is 42 seats.



SEATING DIVIDERS

The Northern Belle will add some polycarbonate dividers to offer further protection between seating bays.



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INCREASED HYGIENE & SANITATION

We have enhanced cleaning on board, including the introduction of mist sanitising disinfection, sprayed directly onto all hard surfaces, killing viruses and bacteria on our pre departure preparation day.



- Hand sanitiser will be available at all entrances to the carriages and bathrooms must be used by all guests.
- Regular cleaning throughout the day will be increased in the general areas including: toilets, hand rails, door handles.
- All passengers will be encouraged to follow the guidelines regarding hand washing and sanitation.
- We will be following government guidance on cleaning food preparation and food service areas.
- Wedging doors open, where appropriate, to reduce touch points. This does not apply to fire doors in sleeper carriages.
- Single use menu's & welcome cards will be presented on each table.
- In the event of a known or suspected case of covid-19 then we will have all contact details for all passengers and staff and will follow the recommended specific guidance.
- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.



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FOOD SERVICE

Plates will be served covered by a cloche to avoid any germs spreading to food.

Cloches will be sanitised between each use.

