



60163 TORNADO
New Steam for the Main Line

TORNADO RAILTOURS TRAIN TRIPS

IN CONJUNCTION WITH CURRENT GOVERNMENT LEGISLATION

LET'S GET READY FOR A GREAT DAY...

'THE SAFE WAY.'

Three simple words that mean so much "the safe way" becomes part of our everyday vocabulary.

We have been working hard over the last few months to make absolutely sure that travelling with Tornado, and with our operator West Coast Railways, 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 set out the processes that we have put in place to ensure our guests have a safe and enjoyable journey.

- COVID-19 symptoms
 - At the station
 - On-board
- Social distanced seating
- Cleanliness





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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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AT THE STATION:

To enhance any social distancing rules in place on the day of your trip, signs have been added throughout the train to help passengers understand where they should go, and what they should do.

Around the station, on the platform and when boarding our train. Please ensure you keep a safe distance from other parties, and respect others around you.



Signs will be placed on each carriage on the train to show which carriage it is and which seat numbers should board from which door. Please do not attempt to board until instructed.



Face masks are mandatory on all of our trains, except for certain exemptions (please refer to page 8). You are allowed to remove the face mask when eating or drinking, but the mask must be worn at all other times. When boarding the train, moving around the train or disembarking, then the wearing of face masks is mandatory. If you have forgotten to bring face masks with them, we do have a limited number available for sale on the day including *Tornado* branded items for £5.





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ON-BOARD:

Boarding the train will be different to normal and social distancing must be maintained throughout the boarding process.

We have added stickers throughout each carriage as a visual aid for social distancing. Please respect others and maintain social distancing throughout the train journey.



When you board the train, please use the hand sanitiser dispensers which are placed near to each carriage entrance. This will help reduce possible infections.



The toilets will be in use for the journey, but please ensure you use the hand sanitiser before entering the toilets and wash your hands after use.



We will be operating a trolley buffet service to reduce the movement of passengers whilst the train is in motion. The buffet counter will not be open until legislation allows.



Passengers travelling in our dining carriages, will be greeted by staff who are fully trained in the Covid-19 food preparation, service & safety practices, as directed by Lancashire council (the relevant home authority). Every care will be taken to ensure the safety of our passengers and colleagues. All of our food will be silver served to your table but enhanced PPE and modified procedures will be evident to regular travellers. This process along with all of our food preparation and service has been checked and passed by Lancashire council.





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ON-BOARD:

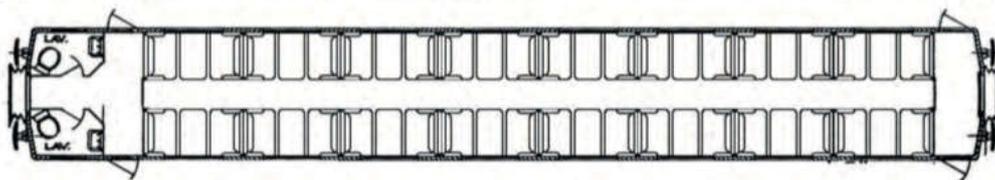
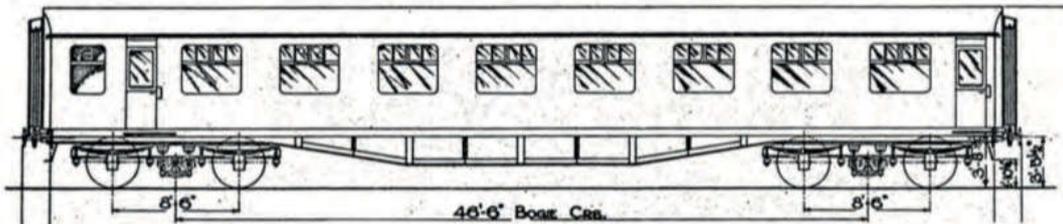
Our on board team are temperature tested on the day of departure and if they are displaying symptoms they will not travel, our team members will be wearing PPE in line with the requirement at that time.

We have reduced the number of passengers per carriage to improve the protection for passengers.

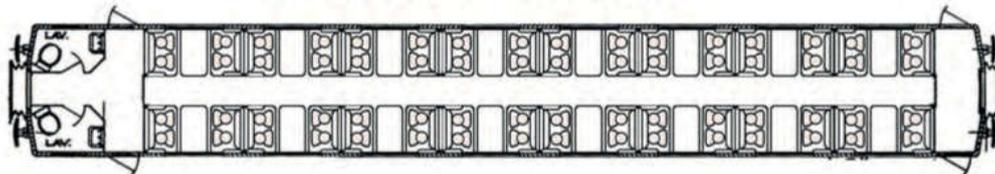
Each booking party will be seated on separate tables so you will not be seated at a table with other parties. This has helped us to create the 'family bubbles' on the train to improve social distancing.

Below is an example of how we will maintain social distancing on-board the train. On the following pages, we have examples of the various seating.

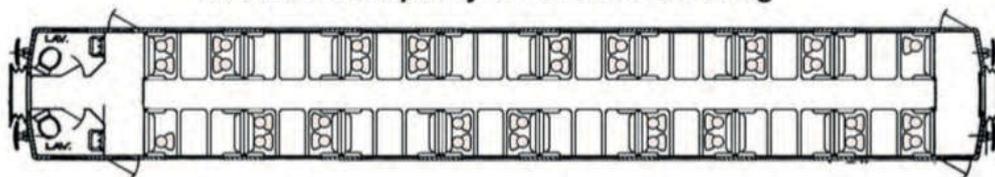
Standard 64 Seat Carriage Layout



Normal 64 Seats - Seating Layout



Reduced Occupancy for Social Distancing





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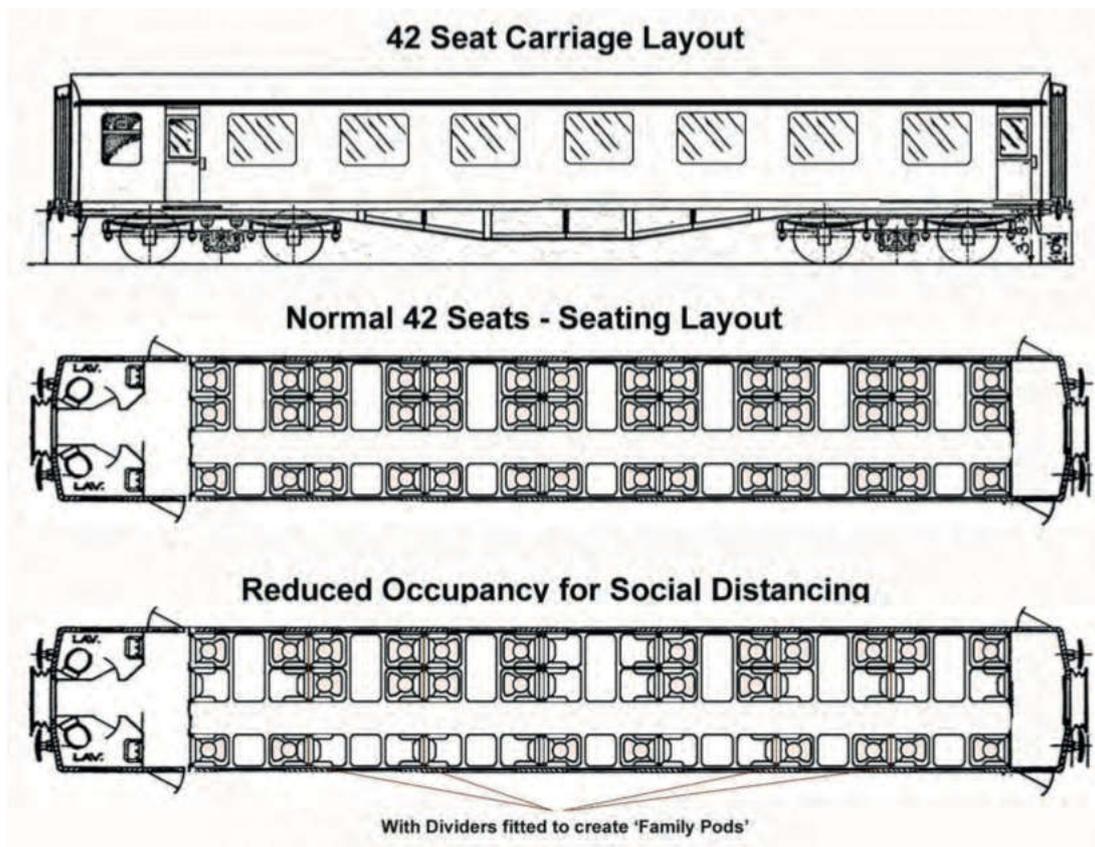
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ON-BOARD:

In our Dining and first class carriages we have fitted dividers between the rows of seats to create 'family pods', along with the reduction in the number of passengers per carriage to improve the protection for passengers.

Each booking party will be seated on separate tables so you will not be seated at a table with other parties. This has helped us to create the 'family bubbles' on the train to improve social distancing. Below is an example of how we will maintain social distancing in our dining and first class carriages.





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SOCIAL DISTANCED SEATING:

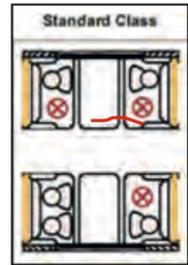
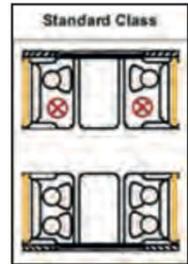
Example of 'Standard Class' seating, with social distancing.

Normally we would seat 8 passengers per row, on two tables of four seats.
These could be from multiple family groups.

With social distancing, each table of four would be for passengers from one family group, we then further enhance this by reducing the number of passengers per row.

In the example to the right we have two family groups, one with a party of two and one a party of four, with two seats blocked off, we can maintain social distancing to a high standard.

In the second example to the right we have two family groups, one with a party of two and one a party of three, with three seats blocked off, we can maintain social distancing to a high standard.



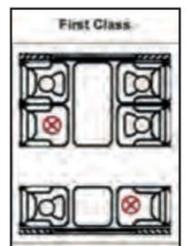
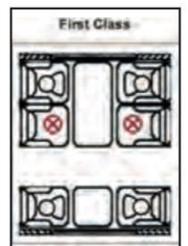
Example of 'First Class' seating, with social distancing.

Normally we would seat 6 passengers per row, on one table of two and one table of four seats. These could be from multiple family groups.

With social distancing, each table would be for passengers from one family group, we then further enhance this by reducing the number of passengers per row.

In the example right, we have two family groups, both with a party of two, with two seats blocked off, we can maintain social distancing to a high standard.

In the second example right, we have two family groups, one with a party of one and one a party of three, with two seats blocked off, we can maintain social distancing to a high standard.





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CLEANLINESS:

We have enhanced cleaning on board, including the introduction of Mist spraying sanitizing disinfectant used directly onto all hard surfaces, killing viruses and bacteria.

Hand sanitiser will be available at all entrances to the carriages and must be used by anyone boarding the trains to reduce contamination.

Regular cleaning throughout the day will be increased in the general areas including: Toilets, hand rails, door handles etc... by on-train stewards with disinfectant cleaning wipes.

All passengers will be encouraged to follow the guidelines regarding hand washing.



FACE MASK EXEMPTIONS:

Specific exemptions provide that certain categories of people are not required to wear a face covering. This includes children under five years of age, a police constable or workers such as paramedics acting in the course of their duty. Staff such as drivers who are physically separated, by means of, for example, screens, from other staff and passengers are also exempt from wearing face coverings.

You may also have a reasonable excuse not to wear a face covering if, for example: you have a health condition where a face covering would be inappropriate because it would cause difficulty, pain or severe distress or anxiety or because you cannot apply a covering and wear it in the proper manner safely and consistently