

## **Essential information, all in one place. Easy!**

Below you will find everything you need to know about booking your ticket and planning your trip for the Train of Lights. We sincerely hope you have a brilliant and festive time with us!

### Photography credits

Our thanks go to the following people for the photographs on this website: Phil Seymour, Mark Lakeman, Chris Slack, Colin Wallace, Debbie Burnitt, Robert Sherwood, David Bown & Will Spencer.

### Booking Tickets

Due to popular demand the Train of Lights is fully ticketed with allocated seating and pre-booking is essential.

You can reserve tickets from this website using the links above. Alternatively, you can book in person at Paignton Station or on the telephone on 01803 555872. Events run on selected dates from 28th November to 30th December. There are no services on Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day.

If you wish to sit with another party or family, who have booked separately to yourself, please inform us at the time of booking and we will do our utmost to accommodate you all together. We will require booking reference numbers for each party in order to do so.

We can offer a wheelchair specific carriage that means the whole family can sit together in comfort to enjoy these unique experiences (please book a wheelchair space via the telephone or in person at our Paignton station only; online bookings not available). Sorry, only registered disability assistance dogs allowed.

Ramps are provided for wheelchair access onto the Guards van and the designated wheelchair area for each train in service. Dependent on wheelchair size up to 4 wheelchairs can normally be accommodated. Customers should be accompanied by a helper, as train staff are not permitted to assist unaided customers. The limits are as follows: Maximum width 600mm, length 1000mm. Maximum weight of person and wheelchair/mobility scooter 300Kg, turning radius of no more than 1200mm.

Disabled toilet facilities are available at Paignton and Kingswear stations only. Unfortunately, train toilets are unsuitable for disabled use.

Changes to bookings and seat allocations after the time of booking are subject to an administration fee of £10 per change of booking.

Cancellations: We do not issue refunds for cancelled bookings.

However:

- If your booking is cancelled within 24 hours we will endeavour to move it to another day if available.
- If your booking is cancelled after 24 hours has elapsed we will issue gift vouchers to the value of the fee paid; or we will endeavour to move it to another day if available.

All trains depart from Queen's Park Station, Paignton only. The postcode for your SatNav is TQ4 6AF. It is not possible to join or depart the train at Kingswear or at any other intermediate station.

### **Important notes re tickets:**

Ticket collections - Online: For tickets booked via our website, please make sure you have your confirmation email or booking reference number when you arrive for your trip.

Ticket collections - Phone bookings: Please make sure you have your confirmation email and / or the card used for payment. If you do not have a confirmation email then the card used for payment will be required.

Ticket collections - Collecting tickets on behalf of someone else: As a security measure, in order to collect tickets that have been booked in someone else's name you will need to know the name that the tickets have been booked under, have the booking confirmation email that was sent to them and the card used for payment. If you cannot bring the card that was used for payment we will require the last 4 digits of the card.

Christmas post: the last date we are able to post tickets is Tuesday 14th December. Any Train of Lights bookings taken after this date will be for collection only (and the above notes will apply).

Online & Telephone Booking Fees:

- For each order of £15.00 or less a booking fee of £1.50 is charged
- For each order of £15.01 or more a booking fee of £3.00 is charged.

## General

Please stay safe this festive season!

We are sure many of you will be wanting to take some photographs of our amazing Train of Lights but please stay safe and DO NOT trespass on the railway. Any trespassers will be liable for a £1,000 fine.

No platform tickets are available but the best locations we recommend for you to view and photograph the Train of Lights would be from Goodrington Beach or Broadsands.

NOTE: We have 24hr security both on site and on call 24/7 along the railway, including in Longwood, and any trespassers will be escorted off the railway and dealt with by the police.

Please ensure you arrive at least 30 minutes before your scheduled departure time (allow a little longer if collecting your tickets from the Booking Office).

The Gift Shop will be open and our Head of Steam café will be serving a good selection of food and drink including tea, coffee, (fabulous!) hot chocolate, cakes and snacks. Plenty of toilets are available at Paignton and Kingswear stations (and there are toilets on the train). Trains will depart sharply at their scheduled departure times. Due to the high volume of visitors we are unable to guarantee admittance if you are late for your scheduled departure and we are not able to transfer your ticket/s to a different date/time.

All patrons must have their valid ticket which must be presented to gain entry to the event. Children under 15 years must be accompanied by an adult over 18 years.

If you opted for tickets to be posted to you and they have not arrived 24hrs before your visit, please contact us on 01803 555872.

Visitors consent to photography which may be used for promotional purposes. Please feel free to take photos and share them on our social media channels. We occasionally use photographs taken for promotional purposes. Please talk to a member of staff if you would not like photographs to be used in this way.

Please be sure you have chosen the correct date and time for your trip before booking as we are not able to offer exchanges or refunds once tickets have been purchased. We are also not able to offer duplicates or refunds on unwanted or lost tickets.

The events will continue regardless of weather conditions except in extreme circumstances - in other words if the weather is simply not very nice the event will still go ahead. However, if we have to cancel an event if it is unsafe to proceed (e.g. extreme weather) visitors will be offered an alternative date/time if possible. No refunds will be offered simply if the weather is inclement.

For safety and security reasons, your belongings may be searched. Please bring only what is essential to your trip with us. If you see anything suspicious or any persons acting suspiciously, please tell the nearest member of staff immediately. Please do not leave any belongings unattended at any time.

## Getting here

### Trains

Mainline services run to and from Paignton Station. Please check train schedules carefully to ensure you leave adequate time to walk from Paignton Station to Queen's Park Station (approx 5mins).

### By car

We are located twelve miles east of the A38 Devon Expressway. Paignton is signposted from the Marley Head junction of the A38 if travelling from Plymouth and Cornwall. If travelling from the Exeter direction, take the Torquay exit from the A38 onto the A380 and follow signs to Paignton. If you are using satellite navigation, please use the postcode TQ4 6AF

### Parking

Regrettably we do not have a customer car park at Paignton. However, there are a number of local car parks to choose from. Just click on the car parks for details.

- [Great Western car park, Station Lane](#)
- [Station Lane car park, Station Lane](#)
- [Churchward Road car park, Churchward Road](#)
- [Victoria car park, Garfield Road](#)
- [Crown & Anchor car park, Crown and Anchor Way \(10 minute walk\)](#)
- [Roundham Road car park, Cliff Lane \(10-15 minute walk\)](#)

### Bus

Paignton Bus Station is served by a number of services, the majority of which are run by Stagecoach. Please check their [website](#) for services serving Paignton.

## Bicycle

Unfortunately, there are no bicycle racks at Queen's Park Station.

## Terms & Conditions

Please read all the Terms and Conditions on this page carefully before booking your tickets. Your access to and attendance of the event is conditioned on your acceptance of and compliance with the Terms. The Terms apply to all visitors, users and others who access or attend the events. By accessing or attending the Service you agree to be bound by the Terms. If you disagree with any part of the terms then you may not access the Service.

## Train of Lights

Due to popular demand these events are fully ticketed with allocated seating and pre-booking is essential.

You can book from this website using the links to the two events above. Alternatively, you can book in person at Paignton Station or on the telephone on 01803 555872. Events run on selected dates from 28th November to 30th December. There are no services on Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's Day.

- If you wish to travel with another party please inform us at the time of booking and we will do our utmost to accommodate you all together.
- We can offer a wheelchair specific carriage that means the whole family can sit together in comfort to enjoy these unique experiences (please book a wheelchair space via the telephone or in person at our Paignton station only - online bookings not available).
- **Sorry, only registered disability assistance dogs allowed.**
- The Train of Lights Experience includes flashing lights which may not be suitable for those with Photosensitive or Light Sensitive Epilepsy.

Please be aware Santa is only visiting on selected Train of Lights services (and tickets for Train of Lights+Santa must be purchased separately).

## 2024 Prices

Adult (aged 16+) £29.95\*

Child (aged 3-15) £21.95

Family (2A, 2-3Ch) £100.00

\*There is no concession fare

## Dates & Times

November 29<sup>th</sup>, 30<sup>th</sup> November

December 1<sup>st</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th\*</sup>, 8<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup>, 14<sup>th\*</sup>, 15<sup>th</sup>, 16<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup>, 19<sup>th</sup>, 20<sup>th\*</sup>, 21<sup>st\*</sup>, 22<sup>nd\*</sup>, 23<sup>rd\*</sup>, 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> & 30<sup>th\*</sup> December

Departure times : 17:00, 19:00 & 21:00\*

\* 21:00 service runs **only** on these dates

## Train of Lights+Santa : Extra Information

- There is no pantomime either on the train or at Queen's Park or Kingswear Stations
- You will enjoy the full Train of Lights experience on the outward journey
- Santa and his helper will visit each person at their seat on the return journey
- Each adult and each child will receive a Christmas gift from Santa
- Mulled wine and mince pies are not offered on this service

## Dates & Times

November 30<sup>th</sup> & December 1<sup>st</sup>, 7<sup>th</sup>, 8<sup>th</sup>, 14<sup>th</sup>, 15<sup>th</sup>, 16<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup>, 19<sup>th</sup>, 20<sup>th</sup>, 21<sup>st</sup>, 22<sup>nd</sup>, 23<sup>rd</sup>. Departure times : 17:00 & 19:00

## 2024 Prices:

Adult (aged 16+) £35.00 (there is no concession fare)

Child (aged 19months-15years) £25.00

Children under 0-18 months old travel for free but no seat is provided

Note: there is no family ticket available on this service

Additional T&Cs:

- There will be no refunds on cancellations.
- All tickets are for collection at Paignton, Queens Park Station.
- The whole journey lasts approx 1 hour 15mins.