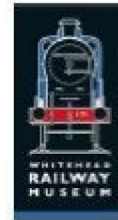


# FAQs



We have been awarded the 'Good to Go' industry standard mark, certifying that we are adhering to the respective Government and public health guidance, have carried out a COVID-19 risk assessment and have the required processes in place.



## **How do I book a ticket?**

Tickets can be booked through Visit Belfast. Go to our website [www.steamtrainsireland.com](http://www.steamtrainsireland.com) for the link. You must pre-book your ticket to avoid disappointment! Our train will leave promptly so please arrive 5 minutes before your designated timeslot.

Online

Phone Ticket Office on 028 9024 6609

Visit the Welcome Centre at 9 Donegall Square, Belfast.



## **Do I need to wear a face mask?**

Following advice from the NI Executive, face masks are now mandatory in enclosed spaces, therefore you are advised that everyone who can wear a face covering should do so.



## **What do I do if I or a member of my party cannot attend due to Covid-19 symptoms?**

Tickets are non-refundable but they are transferable. Please contact our ticket providers Visit Belfast on 028 9024 6609 and they will help you to re-arrange your visit for another day.



## **Are you taking part in the Test & Trace programme?**

We support the NHS Government Test&Trace programme in order to help prevent the spread of Covid-19. We are also ensuring compliance with GDPR is maintained whilst doing this.



## **Will your toilet facilities be open?**

Yes. We have several public toilets available in our cafe and portable toilets onsite. We ask that you please follow the guidance we have put in place for everyone's safety when using our toilets.



## **Will your cafe be open?**

Yes. Please note we have restricted numbers of visitors, in order to allow for appropriate social distancing. We cannot guarantee that there will be space when you arrive.



## **Can I pay with cash?**

While contactless payment is advised, we also accept cash payments in GBP Sterling.