



Dear Passenger,

Thank you for booking on THE POLAR EXPRESS™. Your Golden Tickets are enclosed. **Please check and read them carefully – details of the confirmed Performance time and your seat reservations are printed on them.**

THE POLAR EXPRESS™ entrance is located at street level, about half way along the front wall of Birmingham Moor Street station building. It is accessed from outside - NOT from the station concourse. Gates will be opened 15 minutes before your confirmed performance start time.

When you arrive, your tickets will be checked before you go to the glass building on Moor Street Station called *The Cube*. We recommend you buy your souvenirs in advance at [www.thepolarexpressbirmingham.co.uk](http://www.thepolarexpressbirmingham.co.uk) but a selection will be available in *The Cube*. Souvenirs bought in advance will be waiting for you on your reserved seat.

THE POLAR EXPRESS™ has two acts. The first is performed in *The Cube*. The second is aboard “The Polar Star” steam train. Our staff will guide you to the train in coach order, starting with A and B. The whole performance takes just over an hour.

Please be aware, for security and practical reasons:

- We cannot carry any bulky items on the train, nor store them in *The Cube*;
- Buggies can be left with our staff in *The Cube*;
- Any small personal items taken with you must be stored under your train seat. Overhead luggage racks are not available for use during the performance;
- We accept credit and debit card payments only for souvenirs in *The Cube*;
- The passenger accessible toilets are located on Moor Street station, between platform 2 and 3.

Your safety is our top priority. Please bear with us if you are asked to queue and follow instructions from staff at all times.

We hope you have a wonderful time and look forward to seeing you.

**Cath Bellamy**

Managing Director, Vintage Trains Ltd and Tyseley Locomotive Works