



IMPORTANT INFORMATION – PLEASE READ.

We are very much looking forward to welcoming you to the East Lancashire Railway Santa Special event. Please take a moment to read the below information relating to your upcoming visit to ensure you make the most from your experience.

ENTRANCE INTO THE EVENT

Please arrive 30 minutes prior to your stated departure time.

The event starts at the main entrance of BURY Bolton Street Station (BL9 0EY or **What3Words** [///bill.struck.crate](https://www.what3words.com/#!/bill.struck.crate))

There will also be an accessible route marked out to Platform 3&4 which will be marked by stickers on the floor and wall signs. We urge you to visit the entrance first to see the magical footbridge before heading to the platform via the accessible route.

Tickets will be checked on entry so please print your tickets at home or show them on your mobile device when asked to present them. You can find your e-ticket attached to your original confirmation email.

If you arrive by the Heywood shuttle, you can access the main entrance, via the red gates and up the path. This route will be marked.

WHAT TO EXPECT

Upon arrival, please ensure you access the event through the main doors where we will check your tickets and your little one will receive their badge. It's important their provided badge is visible when Santa enters the carriage. Be sure to put the badge on under their coat ready for when they board.

Upon entering the station, you will make your way across the footbridge and meet some special Christmas characters along the way.

On the station platform all adults will receive a goody bag, the children's goodies will be distributed once seated in the carriage.

On the platform there will be a host of Christmas characters to meet and greet and perhaps a few songs on the platform to get you into the Christmas spirit.

Once boarded we have Christmas characters on board that will entertain your carriage, as well as the Middleton Brass band and of course the main man himself, Santa.

CAR PARKING

There is limited chargeable council owned carparking in close proximity to the railway. We strongly recommend that you consider parking at the surrounding car parks, rather than in direct proximity to help ease congestion and ensure you arrive on time.

All car parks are chargeable, and you can download an app and pay by card. For further information on car parks, tariffs and payment methods please visit:

[CLICK HERE TO VIEW LIST OF CAR PARKS](#)

This is an extremely busy event, so please plan ahead.

Please note Bury Council does employ the services of car parking wardens, so please ensure sufficient coverage of your ticket.

HEYWOOD SHUTTLE

We encourage as many people as possible to book our Santa diesel shuttle service in advance and start your experience from Heywood Train Station (OL10 1DW or OL10 2DJ or **What3Words ///dads.speeds.intelligible**) where there is free car parking.

Santa diesel shuttles are scheduled to arrive at Bury Bolton Street Station to ensure you have plenty of time to board your Santa Special steam train.

Limited shuttle tickets may be available on the day but cannot be guaranteed, Pre-booking is strongly advised.

Please [CLICK](#) this link to book Heywood shuttle tickets, for a return journey to Bury.

The Whistlestop café will also be open for refreshments.

ACCESSIBLE ROUTE

Please note there will be an accessible route marked out for prams, wheelchairs and those that struggle with steps. We recommend all party members start their experience at the main entrance to collect badges and to experience the wonderland we have planned on the footbridge before following the accessible route back to the station platform.

We will have a buggy van on the train set where you will be asked to leave your prams.

EVENT TIMINGS

Please ensure you arrive at Bury Bolton Street Station (BL9 0EY or **What3Words** [///bill.struck.crate](#)) in advance of the departure time printed on your e-ticket. We recommend at least 30 minutes prior.

Please ensure you board with your whole group.

Should a member of your party not make the train before the scheduled departure time the train cannot be held.

We cannot always allow late comers into the event due to very limited seating capacity, please ensure you plan ahead with sufficient time for travel and parking.

HUNGRY?

Drinks, food and snacks will be available to purchase on the day from Bury Bolton Street Station, including, on platform 2, [The Trackside pub](#) serving food until 6:00pm including their Christmas menu; the Café on Platform 3, as well as additional catering outlets on the platform.

The Whistlestop café will also be open at Heywood Station where our Santa shuttle departs from.

BURY TRANSPORT MUSEUM

After enjoying your Santa Special experience, feel free to head over to Bury Transport Museum which is included in the price of your tickets.

The accessibility route will be marked for step-free access.

SAY CHEESE

Share your favorite moments from our Santa Special on social media! Tag @eastlancsrly and use the hashtag #ELRSantaSpecials for your chance to win a family day out at the ELR. The winner will be selected on Wednesday 8th January 2025.

Need help with anything else?

Check out our frequently asked questions on our website [CLICK HERE](#)

For ticketing enquires please call the Box Office on 0343 208 1858 or email enquiries@eastlancsrailway.co.uk.

For any other questions or information, please visit www.eastlancsrailway.org.uk

We look forward to seeing you soon!