



Important Information

COVID-19

Snowdon Mountain Railway is committed to remaining COVID-secure during these difficult times and have implemented numerous changes in order to protect our team, customers and the wider community.

We have made the following changes in order to comply with Welsh Government legislation and to minimise exposure to coronavirus:

Ticket Office

As an indoor public place, face masks must be worn at all times. This is a legal requirement and Snowdon Mountain Railway has the right to refuse service. It is recommended that customers who are exempt from wearing face masks carry an exemption card. These are available from the Government website.

When collecting your pre-booked tickets, we ask that only 1 member of your group enters the Ticket Office. Please ensure all other members of your party wait outside.

A one-way queueing system is in place, and we do not allow more than 2 separate parties in the Ticket Office at the same time.

Please remember to keep 2 meters apart. There are floor markings in the Ticket Office to help with maintaining distance.

Our team at the Ticket Office are not required to wear masks and we have provided clear Perspex screens to protect them.

Retail Gift Shop

As an indoor public place, face masks must be worn at all times. This is a legal requirement and Snowdon Mountain Railway has the right to refuse service. It is recommended that customers who are exempt from wearing face masks carry an exemption card. These are available from the Government website.

A one-way system is in place at the Retail Gift Shop, please follow the floor markings.

Please do not try on any clothing and try not to touch any of the products, unless necessary. Our team will be happy to assist if required.

Perspex screens have been installed at till points in order to enhance protection to our team members.

Platform Grill

A one-way queueing system is in place at the Platform Grill. As this is outside, masks are not required, however we recommend that they are worn when queueing.

Our team at the Platform Grill are not required to wear masks and we have provided clear Perspex screens to protect them.

Station Café

During bad weather days we may open the Station Café for customers who have purchased food or drink from the Platform Grill.

Customers must wear face masks when entering or exiting the Café. The only time face masks may be removed is when consuming food or drink.

The number of people allowed entry per party will be strictly monitored and capacity will be based on the relevant Government legislation at that particular time. This will be advertised on the entrance door.

Tables and chairs will be cleaned and sanitised after each use.

Public Toilets

We have increased the frequency of our public toilet cleaning. We may close the toilets temporarily during the day in order to ensure that cleanliness standards are maintained. The disabled toilet will be available for use during these times.

As an indoor public place, face masks must be worn at all times. This is a legal requirement and Snowdon Mountain Railway has the right to refuse service. It is recommended that customers who are exempt from wearing face masks carry an exemption card. These are available from the Government website.

Hand washing facilities are provided and these are regularly inspected.

Signage is provided to remind users of their responsibilities.

Public Areas

All public areas are monitored and action taken where required.

Additional tasks such as wiping of doors, handles and any other contact surfaces is undertaken on a regular basis throughout the day.

During busy periods, we recommend customers wear face coverings at all times.

Queueing for the Train

On collection of your tickets, the Ticket Office will remind you of how our queuing system operates before boarding the train.

Customers are required to begin the boarding process at least 10 to 15 minutes before their scheduled departure time.

In order to ensure compliance with social distancing and to limit the exposure, before boarding the train, customers will be separated into their relevant compartments and placed in a holding area. Although the holding area is outside, we recommend that face coverings are worn at all times.

Where passengers are sharing a compartment with another party, at the holding area, customers are asked to wait at opposite ends.

Once the train has been sanitised, passengers will be boarded on the train by their compartment in order to maintain social distancing.

Please ensure that all instructions issued by the train guard are adhered to during the boarding process.

Carriages

Door handles and the interior of carriages are cleaned after each use.

Each compartment is separated by a Perspex screen.

Passengers sharing a compartment with another party must sit at opposite ends.

Face coverings must be worn at all times whilst travelling on the train. It is recommended that customers who are exempt from wearing face masks carry an exemption card. These are available from the Government website.

In regards to social distancing, capacity per compartment is reduced.

Track & Trace

As required by law, your details will be retained in order to fulfil our obligations.

All of our team members have been given additional training and provided with the appropriate PPE where required.

PLEASE NOTE

As we are currently unaware what regulations and guidance will be in place when we re-open in March 2021, please be aware that we may need to make changes that may affect your booking and your experience. Any changes will be communicated to you via the details provided. This will only be done in order to fulfil our commitment of keeping everyone safe and in compliance with the law.