

FAQ's

Where can we buy our tickets?

You can only purchase tickets by going to our website – settle-carlisle.co.uk and select 'Steam Train' where you can find these FAQ's, T&C for booking and a link to the ticket sales shop.

When will I get my ticket?

Your e-ticket will be emailed to you 14 days prior to the event

Are dogs permitted on trains?

Only guide dogs are permitted on board.

Are there toilets on board the train?

Yes, there is a toilet at each end of every carriage.

Can you accommodate vegetarians on board?

There is always a vegetarian option available, however we cannot provide gluten free or a full coeliac diet. We cannot guarantee that there will be no cross contamination with regarding allergies. Therefore, nut or lactose free diet options cannot be offered

Can you bring bicycles on board our trains?

We cannot transport bicycles due to a lack of available space. Can you bring wheelchairs/mobility scooters on board

our trains?

We can transport foldable wheelchairs on board but not mobility scooters, due to a lack of available space.

Do I have to pay the supplement in first class/premier for

the two of us to sit together?

No, if two of you book without the table for two supplement then you would be seated side by side with one window and one aisle seat around a table for four, sharing with two other passengers, the supplement is payable if you wanted a table with two seats to yourselves and you would be seated facing each other with a window seat each.

Do our trains have power sockets on board?

No, there are no power sockets on board.

Do our trains have Wi-Fi?

No, Wi-Fi is not available on board.

Have the carriages on the trains got disabled access?

No, full disabled access is not available, passengers would need to be able to step up onto the carriages and then walk to their seats. We can store collapsible wheelchairs at the ends of carriages.

I don't have a printer - do I have to print my e-ticket out?

No, it is not essential to print out your e-ticket, as long as you have your seat/coach numbers and the timings you can board the train. The stewards will have a note of your name on the seating plan.

If I book for 2/3/4 people, will we be seated together?

Yes, we always sit parties together, if a large group books together then they will be at separate tables but would be as close together as possible and in the same carriage.

Is smoking permitted on board?

No, smoking is not permitted anywhere on board our trains.

Does my child need a ticket?

We have a junior ticket in standard class for ages 15 and under (children 3yrs and under may travel on your lap but if they do require a seat then a junior ticket price applies)

Do I need travel insurance?

We strongly recommend that all our passengers take out travel/cancellation insurance, as charges apply should you need to cancel or postpone your trip for whatever reason,

whether your plans change due to ill-health, travel issues or weather conditions.

Are the prices shown for a one way or return fare?

The price is for a return journey

Can I request a forward-facing seat?

Yes, you can, but that seat is likely to be backward facing on the return journey

If you have any other queries, please email specials@settle-carlisle.co.uk