

**All Aboard! The Polar Express™ comes to life at the Texas State Railroad.
*Departing the Palestine Depot***

Inspired by the award winning book by Chris Van Allsburg. Experience the magic of The Polar Express™. Read along with the story as the train makes a roundtrip journey to the North Pole. Meet Santa and enjoy caroling, hot chocolate and a treat. And, for those who believe, a special gift for each child. Everyone is encouraged to wear their pajamas!

November 18, 19, 20, 25, 26, 27

**December 2, 3, 4, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23,
26, 27, 28, 29, & 30**

3:45pm, 5:15pm, 6:45pm, & 8:10pm

November 30 & December 1, 7, & 8 - School Runs -10:00 am & 12:00pm.

What does my “Polar Express” Ticket include?

Each ticket includes a Polar Express Train Ride; each ticketed passenger is served hot chocolate and a cookie treat by Polar Express Chefs. Santa will board the train at the North Pole, and as we head back to Palestine, Santa will be on board and walk through each car to give out the "first gift of Christmas" -- the sleigh bell -- to each child. We will all join in and sing Christmas Carols as we pull into the station.

Palestine Depot Location- Located approximately 2 miles East of Loop 256 in Palestine on US Hwy 84. Please see <http://www.texasstaterr.com/location.php> for maps and directions.

Parking-

There is a \$5 parking fee per vehicle at the Palestine Depot. Please inform the parking lot attendant of members of your party who are not able to walk from outlying parking to the depot so that you can be directed to the drop off area in front of the depot. The driver will be directed to the nearest available parking space by the parking attendants. Those parties that do not need to drop off passengers will be directed to the closest available space by the parking attendants. The farthest parking areas are approximately 200 yards from the depot. Please be sure to bring umbrellas, ponchos, rain gear, and suitable shoes in case of inclement weather.

How long is the event?

The train ride is one hour. Please come approximately 1 hour before your departure time to pick up your tickets. You can shop in our gift stores, purchase food from vendors, and have your pictures taken by a professional photographer while waiting for your departure.

What can I expect on the Train Ride?

Each Polar Express Train Ride will last approximately one hour. You will pick up your tickets approximately 1 hour before your departure time at the kiosk located at the entrance sidewalk. At approximately 20 minutes prior to your departure time, you will line up according to the boarding point listed on your ticket. Children ages one year and under, do not require a ticket and must be seated on an adult's lap while on board the train. Once on board, you will travel to the "North Pole" while we read the story of The Polar Express. Polar Express Chefs will dance through the cars as each ticketed passenger is served hot chocolate and a cookie treat. As the train passes the North Pole, you will catch a glimpse of Santa, who will board the train for the return trip. As you head back to Palestine, Santa will be on board and walk through each car to give out the "first gift of Christmas" -- the sleigh bell -- to each child. We will all join in and sing Christmas Carols as we return to the Palestine depot.

What can I expect in Lone Star Class?

Lone Star Class passengers will board their assigned cars and find their tables with the family name card. Each ticketed passenger will receive hot chocolate served in a ceramic souvenir mug, a special cookie, and treat. A Lone Star Attendant and Chefs will be assigned to each coach. The Lone Star Coaches seat passengers in groups of four around a table.

What is Coach seating like?

Coach and Climate Control cars are reserved, with open seating in each car. Chefs will assist passengers in filling each car from front to rear to insure seating for all. Our coach cars hold 80 passengers. The seats are upholstered bench seats and seat two passengers per bench. All seats will be filled so please do not bring car seats or carriers for children under two, as they will need to be in a person's lap.

Will I receive a confirmation?

Yes. You will receive an email confirmation, or confirmation number for phone reservations. Email addresses will allow us to send the confirmation and any updates about the event. All tickets will be held at the passenger station for pick-up the day of the event.

Tickets are on a Will Call basis and will not be mailed to you. You will need to arrive 1 hour before your train ride to pick up your tickets. Hold on to your confirmation email as your proof of purchase. Tickets may not be picked up in advance. They can only be picked up on the day of your train ride.

Where do I pick up my tickets?

All tickets will be held in Will Call. Please note the exact date and time of your tickets when you place the order. In order to accommodate power and sound systems, the Polar Express coaches are arranged according to the chart below:

Type	Coach	Coach	Coach	Climate Control	Climate Control	Lone Star	Lone Star	Lone Star	Lone Star	Lone Star	Coach
Car No.	5	4	3	2	1	9	8	11	7	10	6

Can I cancel or change the date if my plans change?

There is a \$6 per ticket fee for changes. Special event ticket sales are final. Events are held rain or shine. Tickets are not refundable due to weather, change in your plans, etc.

Do the trains depart on time?

Yes, the trains must leave on time to avoid delays to hundreds of passengers. We suggest you arrive approximately 1 hour prior to your departure time to pick up your tickets. You may begin lining up for your car approximately 30 minutes prior to departure. Please check your directions and drive time and allow for weather or traffic delays to avoid disappointment. Vendors with excellent food are on site if you are delayed and need to feed little ones.

How can I sit with my friends?

Coach Seating is assigned by car, but not seats. Line up with your companions and you will be sitting close together. Lone Star Class is arranged in groups of four, groups of 2, 6, etc. will be seated with others. Reservation agents will do their best to seat groups together, however, there is no guarantee on seating arrangements. Arrange your groups to book under the same reservation for close seating in Lone Star Class.

Can we wear pajamas and bring our copy of the book?

Of course that's part of the fun! We encourage the whole family to dress in your warmest pajamas and bring your Polar Express book for the Conductor to sign if you wish. Do be sure to dress warmly enough to walk comfortably to and from your car, and make sure that everyone in your party is wearing appropriate footwear. You will be traversing paths with crushed gravel and sidewalks to reach the boarding platform. Parts of the Palestine station are covered or indoors, and parts are open to the elements. The train cars are enclosed for your trip.

Restrooms and Diaper-Changing Facilities

There are restrooms aboard the train. Restrooms are available in the Palestine depot, and west of the depot. The train ride is one-hour long, so please plan accordingly.

Will my infant need a ticket? No. Children under the age of two do not need a ticket. They must be seated on an adult's lap while on the train. Infants cannot be placed in a carrier or car seat on the train, they must be held. If you must use a child carrier seat, a ticket is required.

Can we bring our baby stroller?

Strollers and baby carriers are not allowed aboard The Polar Express Train Ride, due to narrow aisles aboard the train and the need for crews to freely move about during the trip. Strollers left at the depot are the responsibility of the passenger.

Access for persons with disabilities

Due to historic, narrow doorway widths and steep step wells, train rides on The Polar Express are not fully accessible to persons with disabilities. However, our train crews are always pleased to lend assistance when boarding and alighting from the train (provided wheelchairs or other oversize assistive devices are not required during the trip). If you need any assistance pre-boarding the train, please let Reservations Agent know when booking your tickets. At the ticket window and a station agent will pre-board your family member who needs assistance plus one other person from the party to accompany them. The remaining members of the party will line up with the rest of the passengers for regular boarding. Limited space is available for persons requiring wheelchairs or other assistive devices. Large motorized scooters will not fit aboard the Polar Express Train.

If you require special accommodation, please notify us in advance of your visit by e-mailing us via the "contact us" page on our home page, or by calling 1-888-987-2461.

My child has food allergies; can you accommodate special dietary requests?

Unfortunately, we cannot accommodate special requests. We will be serving hot chocolate and a cookie. Parents of children with allergies may bring their own cookies and cocoa. Cookies are produced in facilities that may have handled nuts.

Will every person receive a bell?

Every Child on the train will receive a bell from Santa.

Will the ride be cancelled if it is bad weather?

Winter wind, rain or other adverse conditions are possible, but the Polar Express Train Ride will operate as scheduled regardless of weather. All seating aboard trains is indoors; no open-air cars will be included on the train. Please check weather conditions prior to your visit and dress accordingly.

Where can I purchase souvenirs?

This Polar Express Train Ride event will feature a variety of themed merchandise. Cash, checks, and credit cards will be accepted. An extensive selection of railroad-related merchandise is also available from the Depot Gift Stores, along with souvenirs, books, videos, posters and gifts.

If I haven't read the book or seen the movie will I still have a good time?

Absolutely! You can read along or just listen as we read the storybook on our train ride to the North Pole. If you have read the book or seen the movie you will feel like you've stepped off the pages as we recreate the story with your child as a part of the cast.