

National Railroad Museum

2020 Polar Express Train Ride FAQs – preliminary
 Prepared by: Bob Lettenberger (July 2020)

Due to the COVID-19 pandemic, please be aware of the following:

Polar Express passengers age three (3) and older are required to wear a facemask covering both nose and mouth. Masks must be worn at all times while at the Museum.

The National Railroad Museum follows CDC guidelines for disinfection of its facilities. The Museum, however, cannot guarantee you will not be exposed to COVID-19. By entering National Railroad Museum premises, visitors accept all responsibility for medical risk associated with their presence in a public place for themselves and for those for whom they act as legal guardian. The National Railroad Museum is not liable for illness or injury beyond what may be prevented through reasonable accommodations. Please avoid touching surfaces, wash your hands or use hand sanitizers frequently, and please follow all signage posted to provide you with a safe experience. Those who are exhibiting any signs of illness – whether related to COVID-19 or not – are asked not to enter the Museum.

All Polar Express Train Ride ticket sales are final. There are no exchanges. Refunds will be made only if the National Railroad Museum cancels a show.

2020 Dates and Show times (*Shows available for public purchase*)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
November 1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
					Polar Express 4, 6, 8 p.m.	Polar Express 2, 4, 6, 8 p.m.
22	23	24	25	26	27	28
Polar Express 2, 4, 6, 8 p.m.				Thanksgiving	Polar Express 2, 4, 6, 8 p.m.	Polar Express 2, 4, 6, 8 p.m.
29	30	December 1	2	3	4	5
Polar Express 2, 4, 6, 8 p.m.				Polar Express 4, 6, 8 p.m.	Polar Express 4, 6, 8 p.m.	Polar Express 2, 4, 6, 8 p.m.
6	7	8	9	10	11	12
Polar Express 2, 4, 6, 8 p.m.				Polar Express 4, 6, 8 p.m.	Polar Express 4, 6, 8 p.m.	Polar Express 2, 4, 6, 8 p.m.
13	14	15	16	17	18	19
Polar Express 2, 4, 6, 8 p.m.						

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What is the Polar Express Train Ride at the National Railroad Museum?

THE POLAR EXPRESS™ Train Ride is a magical re-creation of the classic children's story. Following the original book and movie, you will be immersed in the Polar Express story. When you arrive at the Museum, you enter our Lenfestey Center. Before the show, you are welcome to stroll among the decorated trees in the Festival of Trees, explore the full-size trains or play Reindeer Games. The show begins with the Hot Chocolate Dance. Next we listen to a dramatic reading of the original Polar Express book. Our conductor then calls "All Aboard", inviting us to ride the Polar Express to the North Pole. On board the train, our adventure continues as you interact with the characters from the story. This is not a train ride where you will see holiday decorations every inch of the way. We will travel through cold, dark forests, encounter a hobo, view the Northern Lights and see polar bears in the Arctic Circle. Santa will visit with some of the passengers on board the train. Once we arrive at the North Pole, those that did not visit with Santa on the train will have time to see him before he heads around the world on Christmas Eve.

Ticket Prices by Train Car:

- **Northern Lights:** \$21.75 all seats, all ages – 118 seats per show (Double-deck Coach)
- **Glacier Gulch:** \$27.00 all seats, all ages – 42 seats per show (Single-level Coach)
- **Arctic Circle – Table:** \$39.50 all seats, all ages – 24 seats per show (1920s Dining Car) – **Tickets in this class must be purchased in blocks of four.**
- **Spirit of the Season – Table:** \$39.50 all seats, all ages – 12 seats per show (1939 Dinette/Observation Car) – **Tickets in this class must be purchased in blocks of four.**
- **Spirit of the Season – Lounge:** \$47 all seats, all ages – 12 seats per show – **Tickets in this class must be purchased in blocks of two.**

Who needs a ticket to participate in the Polar Express?

Everyone, regardless of age, needs a ticket to attend a Polar Express show. Even if a child lap sits during the program they are required to have a ticket.

How long is the program?

Total: approximately 90 min. Pre-show: 30 min. Program/Train Ride/Visiting with Santa: 60 min.

Is this a Museum fund raising event?

Yes! You are not only sharing in a great holiday tradition and family experience, but your ticket fee helps support the educational programs and operations of the National Railroad Museum. Thank you very much for your support.

Who presents THE POLAR EXPRESS™ Train Ride?

THE POLAR EXPRESS™ Train Ride at the National Railroad Museum® is operated by the Museum's staff along with more than 80 volunteers and actors performing during each of the 38 shows that are spread over 13 nights. We can't thank our volunteers enough for their continued support and passion in providing such a quality show.

Where is the event held?

At the National Railroad Museum, 2285 S. Broadway, Green Bay, WI 54304.

What are appropriate ages for the Polar Express?

Although everyone is welcome to participate in the Polar Express, it may be more meaningful for children if they understand who Santa Claus is.

When do tickets go on sale?

Tickets for the 2020 Polar Express will be available at 10:00 a.m. on Saturday, 25 July 2020.

How soon should I purchase my tickets?

For the past three years, 96 percent of all Polar Express tickets sold out in 90 minutes. Plan to purchase your tickets as soon as possible. Once tickets are sold out they are gone. **There is no waiting list as there are no returns, refunds or exchanges.**

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How do I purchase tickets online?

Please visit www.ticketstaronline.com – Please note, there will be a ticket service fee, which varies based on ticket price and number of tickets purchased.

Is there a phone number I can call to purchase tickets?

To purchase tickets over the phone, please call 1-800-895-0071. Please note, there will be a ticket service fee, which varies based on ticket price and number of tickets purchased.

Can I purchase tickets at the Museum?

NO! All ticket purchases must be completed through Ticket Star at www.ticketstaronline.com or 1-800-895-0071. There are no walk-up sales at the Museum. The Resch Center box office is closed due to COVID-19.

Can you guarantee that I will get the show date and time I want?

The key to getting tickets for THE POLAR EXPRESS™ Train Ride is to be flexible. The premium cars sell out fast, so do certain dates, and times. Make sure you have multiple options before going online to buy your tickets. There is no guarantee you will get your first choice of date and time.

Additional COVID-19 Information regarding the 2020 Polar Express

- 1. Reduced Ticket Load** – The number of seats available for each show will be reduced for 2020. Seating capacity will be reduced by approximately 40 percent to allow for social distancing. On the train, social distancing will mean:
 - a. every other seat or specified seating sections are not occupied.
 - b. family groups from the same household will be seated together.
 - c. in cars with table seating, the number of tables will be reduced by 50 percent with the remaining tables spaced as far apart as possible.

Additionally, each show will have two separate train rides, increasing social distancing. Those holding tickets for the cars: *Glacier Gulch*, *Arctic Circle* and *Spirit of the Season* will enter the Lenfestey Center first. They will see the Hot Chocolate Dance and hear the Polar Express story. This group will then proceed to the train and ride to the North Pole. Passengers on *Glacier Gulch*, *Arctic Circle* and *Spirit of the Season* will see Santa aboard the train.

After the Lenfestey Center has been sanitized, those with tickets for the car *Northern Lights* will enter, see the Hot Chocolate Dance and hear the Polar Express story. This group will then proceed to the train and ride to the North Pole. After the train ride, *Northern Lights* passengers may see Santa in the Children's Discovery Depot.

- 2. Increased Number of Shows** – To compensate for social distancing, we will be offering an increased number of shows for 2020.
- 3. Facemasks Required** – **All passengers age 2 and up will be required to wear a facemask, which covers nose and mouth, from the time they exit their vehicle upon arrival until the time they board their vehicle to leave the Museum.** Patrons who fail to comply by covering their nose and mouth will be asked to leave. No refund will be given. Children younger than age 2 and those who cannot remove the mask without assistance are exempt.
- 4. Anyone who is exhibiting symptoms of any illness is asked to stay home. The Museum reserves the right to ask anyone exhibiting symptoms of any illness to leave the Museum.**
- 5. Timed entry** – All tickets will have a specific time window when they may enter the Museum. This will encourage social distancing by avoiding waiting lines to enter.

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6. **Social Distancing – both in Lenfestey Center and on Train** – Seating in both the Lenfestey Center (for the Hot Chocolate Dance and reading of the story) and on the train (for the ride to the North Pole) will be socially distanced. In the Lenfestey Center social distancing will mean:
 - a. Family groups from the same household will be seated together.
 - b. A six-foot space will be left within a row between two family groups.
 - c. Seats will not be directly one behind the next.
 - d. Rows will be spaced six feet apart.

Ushers and train stewards will show patrons to their seats to ensure proper distancing. Any space within the Museum, where there is the potential for patrons to gather, will be marked for social distancing.

7. **Reduced Characters on Train** – The number of characters (ie.: conductor, steward, hobo, hero girl) appearing on the train will be reduced to encourage additional social distancing. The program will contain many of the same elements as in the past; they may, however, be presented differently.
8. **Sanitizing – both in Lenfestey Center and on Train** – After each show, the entire Lenfestey Center and train will be sanitized with CDC, EPA N-List Approved cleaning materials. Additionally, the balance of the Museum will be on a sanitizing routine, which will be executed continually throughout the entire program day.
9. **No Hot Chocolate Distribution** – We will not prepare and distribute hot chocolate following the Hot Chocolate Dance. Preparing and distributing hot chocolate increases touching and contact. We are currently working with our distributor to find a safe substitute to our normal hot chocolate service.
10. **No Ticket Punching on Train** – To further eliminate touching and contact, tickets will not be punched by the train conductors this year.
11. **No Hands-on Games** – The traditional games that have been available in the past will not be presented this year. By removing these games, and keeping the trains exhibited in the Lenfestey Center closed, we are reducing touch points and encouraging additional social distancing.
12. **Participation Risk** – The National Railroad Museum follows CDC guidelines for disinfection of its buildings. The Museum, however, cannot guarantee you will not be exposed to COVID-19. By entering National Railroad Museum premises, visitors accept all responsibility for medical risk associated with their presence in a public place for themselves and for those for whom they act as legal guardian. The National Railroad Museum is not liable for illness or injury beyond what may be prevented through reasonable accommodations. Cover your mouth and nose with a cloth face covering during your visit, avoid touching surfaces, wash your hands or use hand sanitizers frequently, and please follow all signage posted to provide you with a safe experience.