



Booking Information

Our online booking system uses electronic tickets that must be printed by visitors, in advance of their visit to the Railway, and presented for inspection on the train. There are no additional booking fees.

If you would like your tickets to be printed for you, and posted, please telephone 01509 632323 (office hours: 9 am to 5 pm) to make your booking. For this service a charge of £2 will be made.

Alternatively, tickets may be booked by visiting our Booking Office at Loughborough Central.

A specially adapted Wheelchair accessible carriage is available on our Santa Special services only. Please call 01509 632323 to book tickets in this carriage.

We offer a discount on group bookings for parties of 15 or more. Please contact 01509 632323 for further information.

*We recommend that you book early as dates fill fast. When booking you will be asked for your date and time of train. **Please ensure you include all members of your party as it may not be possible to add extra people at a later date, especially if the train is then full.***

Seats on the train are not reserved individually.

You will be asked for the ages of the child(ren) so that Santa can give the correct age appropriate gift.

Babies under 1 year are not allocated a seat but are given a quality gift for 0-12 months to ensure Santa treats every child equally. A charge of £6 applies for each such infant.

Refunds cannot be given for cancellations or missed trains. However, if you contact us with more than 14 days to your Santa date, we will endeavour to transfer your booking to another service. With less than 14 days' notice, we will attempt to transfer you to another service upon payment of £3 per person administration fee.

Any restrictions

Apart from GCR Gift Vouchers, which may be used towards the cost of Santa train bookings, no promotional offers are valid for these trains. In particular, working members' passes from other heritage railways, silver shareholder passes, ex- BR and train operators' passes and HRA passes are not valid.

Cont.....

There are no concessions for senior citizens, disabled passengers and carers on Santa trains as everyone receives the same experience.

We reserve the right to require each adult to be in a party which includes a fare paying child (or with an adult who is to receive a present from Santa).

Assistance dogs are welcome (without charge) but we cannot accommodate other pets.

When You Arrive

All our Santa services depart from Loughborough Central only. We regret there is no provision for boarding/ alighting at Quorn, Rothley or Leicester North stations.

Due to the staircases and internal dimensions of carriages, we recommend that you do not bring pushchairs and prams into the station. We advise you to carry babies and small children onto the trains or use a portable car seat/baby carrier.

Warm clothing is advisable.

If you have restricted mobility, there is a lift available to platform level at Loughborough. However, do please arrive in good time, as it can be fully occupied at busy times.

Please allow plenty of time for parking, and a walk to the station, probably aim to arrive 30 minutes before the time of your departure. In fairness to other visitors, trains cannot be held if you are delayed.

On–street parking is generally available at Loughborough but there are double yellow lines at various road junctions and the Council/ Police will apply penalties.

Locomotives and attractions appear subject to availability. GCR reserves the right to cancel or amend any service.

Passengers are conveyed by the Company's trains in accordance with the Company's "Conditions of Carriage" (as shown on this website).