



Polar Express 2018

Frequently Asked Questions (FAQs)

Purchase online at WCRA.ORG or via telephone – (604) 229-1103 Phone lines are open M-F 9-5, SA 9-5 & SU 1-5 **CENTRAL TIME** *fee might apply

For more information or if you are experiencing issues please email polarexpress@wcra.org or Call 604 898-9336 7 days a week 9-5 if you reach our voicemail please leave a msg.

DEPARTURE TIMES:

- Saturday, November 24: 10 AM, 12 PM, 2 PM, 4 PM, 6 PM
- Sunday, November 25: 10 AM, 12 PM, 2 PM, 4 PM
- Saturday, December 01: 10 AM, 12 PM, 2 PM, 4 PM, 6 PM
- Sunday, December 02: 10 AM, 12 PM, 2 PM, 4 PM
- Saturday, December 08: 10 AM, 12 PM, 2 PM, 4 PM, 6 PM
- Sunday, December 09: 10 AM, 12 PM, 2 PM, 4 PM
- Saturday, December 15: 10 AM, 12 PM, 2 PM, 4 PM, 6 PM
- Sunday, December 16: 10 AM, 12 PM, 2 PM, 4 PM

What does a ticket includes?

➤ **Coach Class \$35.00 + GST**

Includes:

- ✓ PEX 2018 Golden ticket
- ✓ Hot chocolate and cookie
- ✓ Christmas music and carols
- ✓ Access to the North Pole
- ✓ Chat and pictures with Mr. & Mrs. Claus
- ✓ A mini rail ride, Extra rides by donations
- ✓ Round trip on the Polar Express from our Train Station to the Squamish Estuary

➤ **First Class \$52.50 + GST**

Includes: all the above plus

- ✓ Assigned seating
- ✓ Facing seats with a table
- ✓ First to board and first to disembark the Polar Express
- ✓ A collector's mug

➤ **Premium train Ride \$59.00 + GST. Saturdays at 6 pm**

Includes: all the above &
Entire train is first class

How to book?

Online at wcra.org or via phone at 604 229-1103 Phone lines are open M-F 9-5, SA 9-5 & SU 1-5
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Where do I Park my car?

Parking will be across the street in the parking lots by the train tracks of the BCR property. There will be parking attendants to assist in the layout of vehicle placement. Parking fee is \$5.00 per car. Anyone needing special assistance/drop off procedures can access the drop off circle just outside the main gate of the Heritage Park.

How long is the train ride?

Just under an hour the departure is from our Train station at the Heritage Park to the Squamish Estuary and back.

How far of a walk is it from the parking lot to the Polar Express?

It is about 0.3km from the parking area to the front gate of the Heritage Park. It is another 0.4km from the front gate to the Mac Norris Station house where you will pick up your tickets and Board the Polar Express. You may encounter snow, ice and PUDDLES on the ground during your travels. Please wear appropriate footwear as the weather may be inclement.

What time should I arrive to catch my train?

Patrons should arrive no later than 45 minutes prior to departure time. So they can pick up their tickets and board the train before departure.

Can I visit the North Pole before my departure on the Polar Express?

Please no ☹ as we want you to experience the movie, it is strongly encouraged to ride the train before entering the North Pole.

Can I wear my PJs?

Absolutely, we encourage it. Again, just like the movie, PJs are welcomed and encouraged for the WHOLE family.

Are there washrooms onboard the Polar Express?

Yes there will be at least one **emergency** washroom available on board for all 300 passengers. We therefore encourage all guests to use the washroom prior to boarding the Polar Express.

Do kids pay full price on the Polar Express?

Yes there children who have reached their 2nd birthday are full price.

Under the age of two will occupy a parents lap and do not receive mug or cookie.

Am I guaranteed a seat together with my family?

Though our conductors do our their very best to have room for everyone to sit together, If you have purchased a coach ticket, there is no assigned seating and seats are filled on a first come first serve basis. IF sitting with your family is important to you, may I suggest purchasing a First Class ticket that comes with assigned seating to ensure you and your family get seats together.

Can we see Mr. and Mrs. Claus?

Yes, Mr. and Mrs. Claus will be in the North Pole from 9am-6pm daily * Sat till 730pm. There will be an area to line up and meet them. We encourage families to bring their own cameras to capture the special moment.

How many trips on the mini rail does my ticket get me?

All tickets on the Polar Express include one (1) ride on the special mini rail ride located inside the North Pole. Additional rides on the mini rail by donations inside the North Pole.

Can I buy the First Class mug if I rode in Coach?

Yes, we have a limited amount of First Class mugs available for sale. There may be some closer to the actual event. Please check with the Gift Shop after your train ride.