

ANSWERS TO FREQUENTLY ASKED QUESTIONS

Trains & Events

- All **currently available** information on trains and events can be obtained from our web site:
<https://www.steamtrainsireland.com/whats-on>
- If the destination you are interested in hasn't appeared on our website it means no further details are available for release at present. **There is no need to contact us as we update the website as soon as we have the relevant information.**
- When tickets are available for sale, full booking details, including fares and dates, are published on the Society's website. **If it's not on the Trains page of the website then you can't buy tickets for it.**
- Every effort will be made to ensure that our trains will run as advertised. The Society shall not incur any liability for delays, mishaps, alterations, cancellations or other situations outside of its control.
- The annual programme of dates is not normally published until the early months of each year - when confirmed with the railway companies.
- The *approximate* duration of a day excursion return trip is:
 - Dublin-Greystones: 2 hours
 - Dublin-Maynooth: 2 hours
 - Portadown-Lisburn: 1½ hours
 - Belfast-Whitehead: 1¾ hours
 - Belfast-Lisburn: 1 hour
- Details of the annual enthusiasts' weekend railtour in May are usually available on the website Trains page at the beginning of the year.
- We occasionally run diesel-hauled excursions, but all trains will be steam-hauled unless otherwise advertised.
- At present, we do not run footplate experience driving courses. Maybe in the future.
- Should you wish to consider hiring a complete train then please give sufficient advance notice, preferably at least 6 months. It would help if information provided included: date, route, passenger numbers and any catering requirements. Email full details to:
rpsitrains@hotmail.com
- Members of the public are not permitted to travel on the locomotive footplate.

Ticket Information

- Release of tickets for the ever-popular Santa Special trains (and others) will be notified on the website and through the Steam Train News email list. You can register for this facility by:
 - Sending an email to: rpsi_news-subscribe@yahoogroups.co.uk
 - Entering your email address in the Yahoo Groups box on the website Train Programme or Contact pages.
- The Society uses ticket agencies through which the majority of bookings are handled. Any booking enquiries should in the first instance be addressed direct to the agency from which you purchased your ticket.
 - Belfast-based trains (excluding Whitehead open days, which are paid on admission):
Visit Belfast Welcome Centre, 8-9 Donegall Square North, Belfast, BT1 5GJ, +44 28 9024 6609.
 - Dublin (postal sales):
RPSI Tickets, Innovation Park, 128-130 East Wall Road, Dublin, D03 X316, +353 1 480 0553.
- Where child fares are offered (and not all trains have them) they apply to passengers aged under 16.

- Children under 3 years of age do not need a ticket so long as they do not take up a seat which might otherwise be required for a fare-paying passenger. **However, children of any age travelling on the Christmas, Easter or Halloween trains must have a valid ticket - if they wish to receive a present.**
- Train fares cover a range, from around £2 for train rides at Whitehead to £30/€35 for Belfast/Dublin mainline trains.
- Most of our sales are online, but where postal sales are available, tickets will usually be dispatched a few weeks in advance of the relevant train.
- Cheques for postal payments will not normally be cashed until a few weeks in advance of each train.
- Postal bookings for Dublin-based trains should be paid in Euros. If outside the Republic of Ireland, preferably send payment by Euro bank draft. Alternatively, we will accept Sterling cheques - convert the Euro fare to Sterling at the rate pertaining on the day and add £3 to cover bank charges.
- The normal refund policy on day excursion tickets is: **"We regret that tickets, once purchased, may not be exchanged/cancelled or money refunded."** The annual weekend railtour **may** differ.
- We do not operate a voucher system to allow pre-purchase of tickets.
- The RPSI is a charity and is not funded by either government in Ireland. Thus, we cannot accept free travel passes nor offer reductions on fares.
- All tickets for our trains are for return journeys - unless otherwise stated.

On-Train Facilities

- All Society trains have a dining car serving tea, coffee and light snacks. A full bar service is also provided. We request that you make use of these facilities rather than bringing food and drinks on board.
- A limited number of prams and buggies can be carried on Society trains but they **must** be folded and stowed in the luggage van of the train.
- All our trains have adequate toilet facilities.
- The Society's trains have limited facilities for disabled passengers. We can usually take a wheelchair provided the passenger can be transferred to a seat and the wheelchair folded for stowing in our luggage van. We cannot cater for electric wheelchairs or buggies.
- With the exception of guide dogs, animals are not permitted on the train.

Society Information

- The RPSI, with its headquarters at Whitehead Excursion Station, County Antrim, operates trains from both Dublin and Belfast.
- The Society's Whitehead Railway Museum is open for public visits - see website for details.
- You do not need to be a member of the Railway Preservation Society of Ireland to travel on our trains, although we do encourage you to join up and support us.
- To become a member of the Society please visit:

<https://www.steamtrainsireland.com/membership>