

PUFFING BILLY RAILWAY

RE-OPENING PLAN



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YOUR SAFETY IS OUR PRIORITY

As Australia slowly comes back to life with restrictions gradually lifting, the health and safety of our visitors, volunteers and staff continues to be our top priority.

We are committed to taking all precautions with comprehensive cleaning and sanitising protocols implemented and are constantly monitoring state and federal health recommendations to ensure you feel at ease when travelling on board the living time machine that is Puffing Billy.

While your experience may look and feel a bit different, these safety and operational changes give us the opportunity to welcome you back and give you new ways to create unforgettable family moments and memories to treasure forever.

WHAT WE ARE DOING TO KEEP EVERYONE SAFE

Whether you are planning to travel with us now or in the future, we're taking important health and safety steps to demonstrate you can count on us anytime. These steps include:



- A Puffing Billy Railway Pandemic Coordinator has been appointed to monitor and ensure superior cleaning and sanitisation standards and other elevated health and safety protocols across the Railway are completed, as set by the World Health Organisation, Federal and State Governments.



- In line with our COVID-19 Management Plan, the Pandemic Coordinator will also ensure guests, volunteers, or staff experiencing symptoms can access healthcare quickly.

BEFORE YOUR VISIT



- All tickets must be exclusively pre-booked online. Please ensure you have a printout or digital copy of your booking confirmation email to refer to at the Booking Office window.



- Puffing Billy Railway is required to record the contact details for all guests to ensure contact tracing can be conducted in the event of a coronavirus case being detected.



- Puffing Billy has gone cashless. Please ensure you bring your bank card on the day to process contactless transactions.



- Daily health checks of all volunteers and staff will be conducted prior to starting their shift



- All staff will undertake mandatory training to ensure they are meeting and exceeding world-class cleaning and operational standards to stay safe and keep visitors safe during your experience



SANITISATION PROCEDURES



- Increased cleaning and disinfecting of all contact surfaces and other high-use areas. Once passengers have disembarked their allocated carriage and exited, cleaning staff will sanitise the entire carriage for the return trip.



- Installed hand sanitiser stations at all ticketing, retail, and food & beverage areas



- Installed Perspex screen guards at all ticketing, retail, and food & beverage areas



- Removed all cutlery, napkins, condiments, and takeaway coffee cups. These will now be served upon customer request.



- Installed signage to remind visitors, volunteers, and staff to practise good hygiene.

SOCIAL DISTANCING PROCEDURES



- Adherence to social distancing requirements, ensuring all visitors, volunteers and staff are kept a safe distance from one another.



- Photos with staff and volunteers are not permitted at this stage. Thank you for your cooperation.



- Events like *Day out with Thomas* and the *Puffing Billy Running Festival* remain suspended until further notice.



- Limited passenger numbers across each carriage



- All food & beverage areas will be tailored to meet the physical distance requirements between seated parties



- Installed signage and allocated staff members to ensure physical distancing. Clear distance markers will be in place to further help keep safe distances from those outside of your group.



- Reduced opportunities for touch with the use of contactless payment methods and the removal of physical train tickets.

PUFFING BILLY RAILWAY continues to work closely with the Victorian Department of Health and Human Services (DHHS), the Australian Government and the Victorian Government.

If you are feeling unwell or displaying symptoms that include a fever, coughing, sore throat or shortness of breath, we kindly ask you to refrain from visiting the Railway and seek immediate medical help.

For the most up to date information, please visit **www.coronavirus.vic.gov.au**.

We appreciate everyone's patience and understanding as we navigate through this process as responsibly as we can. We look forward to seeing you here soon!



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