



For Your Safety

The Maine Narrow Gauge Railroad Co. & Museum, in accordance with state and local government guidelines is operating our historic passenger trains departing from Portland, ME.

The Health and Safety of Our Volunteer Staff and Guests is Our Top Priority. We are implementing protocols and best practices to ensure the safety of all.

- Per the Maine Governor Executive Order, wearing a face mask or covering while at the Maine Narrow Gauge Railroad and its properties is required. Disposable Face Masks will be offered at no cost to all customers upon arrival and will be available at the train platform, MNGRR Gift Shop, and onboard the train.
- ALL TICKETS/RESERVATIONS ARE DIGITAL. All reservations to be PRE-BOOKED by phone or online prior to arriving on site. This process will allow us to plan ahead for passenger coach equipment and volunteer staffing. **Buy tickets here:** <https://www.porttix.com/tickets-and-events/holiday-express/>
- All passengers must wait in the open boarding platform areas.
- We are limiting train car capacity per coach car to 50% of maximum occupancy per car.
- Social Distancing of 6ft or more is encouraged throughout the entire property. This includes the MNGRR Gift Shop, Train Platform and any high-traffic areas.
- Directional signage and arrows will be placed throughout the property for entrance and exit. Please follow the traffic pattern where requested.
- Hand sanitizer will be located at high-traffic areas for guest and employee use.
- To further encourage personal hygiene and social distancing we will be providing clear and frequent reminders via signage, PA announcements and staff instruction both onboard and while on MNGRR property.
- To further implement the most effective touchless and low-touch solution to physical exchange, cashless transactions are strongly encouraged in the MNGRR Gift Shop.
- We have enhanced cleaning and disinfecting frequency to include daily sanitizing in all public areas including commonly used surfaces in MNGRR Gift Shop such as door handles, counter tops, seating areas are frequently cleaned with EPA-approved and CDC-endorsed disinfectants.
- Aboard our trains, we have amplified the daily cleaning of our passenger cars to include sanitizing seats, arm rests, windows, and surface areas.
- Clear protective barriers have been placed at our MNGRR Gift Shop.
- MNGRR will not provide food service in 2020. You may bring snacks/beverages aboard. We recommend our 2020 Neighborhood Partner – Navis Café www.naviscafe.com Warm beverages and treats are available there during all Holiday Express operations directly across from our Train Platform.

For Our Volunteers

- All volunteers will receive daily health screenings with temperature and symptom checks.
- Any volunteers exhibiting symptoms will be asked to return/stay home.
- All volunteers will be required to wear a mask while on company property. Workplace masks have been provided by MNGRR.
- Front-line volunteers and those working in public/guest areas are required to wear gloves in addition to face masks.
- We educate our volunteers with updated CDC & OSHA guidelines to safely work during COVID-19
- All volunteers must adhere to cleaning and disinfecting instructions based on CDC guidelines.

For Our Passengers

- Per Maine Governor Executive Order, wearing a face mask or covering while at the Maine Narrow Gauge Railroad and its properties is required. Disposable Face Masks will be offered at no cost to all customers upon arrival and will be available at the MNGRR Gift Shop, and various locations onboard the train.
- NO TICKETS WILL BE SOLD AT THE EVENT. Book your reservation online or over the phone before arriving on property via <https://www.porttix.com/tickets-and-events/holiday-express/>.
- Follow CDC and State health and safety guidelines.
- Practice social distancing. Always keep at least 6 feet between you and others.
- Gatherings/congregating should not exceed the stated maximum amount for the area.
- Follow proper hand washing guidelines.
- Cover your mouth and nose with a tissue when you cough or sneeze. Dispose of tissue in trash.
- Stay home if you are ill or exhibiting symptoms of flu or COVID-19. Your ticket is our only source of revenue. If you are unable to participate, please consider your ticket a donation to our organization. Thank you.
- Be courteous in enclosed spaces and walkways and allow ample space for passing and social distancing. Our two-foot gauge cars are enclosed: Keep Calm, Kind, and Caring aboard The Holiday Express.
- Follow directional signs and staff instructions.
- Remain seated in your assigned passenger coach during your round trip.
- Plan ahead for food/beverage service. MNGRR will not provide food service in 2020. You may bring snacks/beverages aboard. We recommend our 2020 Neighborhood Partner – Navis Café www.naviscafe.com. Warm beverages and treats are available there during all Holiday Express operations directly across from our Train Platform.

REMEMBER TO:

SOCIAL DISTANCE- Join us in practicing social distancing at the Gift Shop, boarding platform areas, and throughout our community. Congregating in groups is discouraged.

WASH HANDS- Please wash hands frequently for a minimum of 20 seconds. Hand sanitizer stations are also available through the property.

WEAR MASKS- Our employees will be wearing masks that cover their nose and mouth, we require you please do the same.

CLEAN & SANITIZE- We are frequently cleaning high-touch areas throughout our properties.