



## 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.

*Last updated August 5, 2021*

**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. Protocols will be adjusted per CDC and Health Department guidance throughout our operating season.**

- **MNGRR will follow all current federal, state, and local ordinances regarding COVID-19 safety procedures.** As those ordinances and guidelines change, we will update our procedures accordingly. Some information in this document may be outdated due to updated guidance.
- Wearing a face mask or covering while at the Maine Narrow Gauge Railroad and its properties is encouraged, especially for unvaccinated individuals.
- **ALL TICKETS/RESERVATIONS MADE THROUGH PORTTIX ARE DIGITAL VIA MOBILE TICKET DELIVERY. Buy tickets here: <https://www.porttix.com/tickets-and-events/maine-narrow-gauge-railroad/>**
- All passengers are encouraged to wait in the open boarding platform areas.
- We are currently running at full capacity. **Seating capacity will be adjusted per CDC and Health Department guidance throughout our operating season.**
- 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.
- Clear protective barriers have been placed at our MNGRR Gift Shop.
- Pre-packaged snacks and beverages are available in our Gift Shop. You may bring snacks/beverages aboard for regular season train rides. We recommend our 2021 Neighborhood Partner – Navis Café [www.naviscafe.com](http://www.naviscafe.com). Beverages and treats are available there during our 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.
- 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

- Follow CDC and State health and safety guidelines.
- Wearing a mask is encouraged, especially for unvaccinated individuals.
- Practice social distancing when possible for additional protection.
- 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. Many of our two-foot gauge cars are enclosed: Keep Calm, Kind, and Caring aboard the Maine Narrow Gauge.
- Follow directional signs and staff instructions.
- Remain seated in your assigned passenger coach during your round trip.
- Plan ahead for food/beverage service. You may bring snacks/beverages aboard for regular season train rides. We recommend our 2021 Neighborhood Partner – Navis Café [www.naviscafe.com](http://www.naviscafe.com). Beverages and treats are available there during our operations directly across from our Train Platform.

### **REMEMBER TO:**

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

**WEAR MASKS-** We encourage you to wear masks when appropriate.

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

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