

Seaton Tramway

THE POLAR EXPRESS™

Tram Ride

VISUAL GUIDE



Seaton Tramway operates The Polar Express Tram Ride, an exciting musical production based on the 2004 movie THE POLAR EXPRESS

The show lasts 2.5 hours and leaves from Seaton Station.

The show involves actors who play characters from the movie.

When you arrive you will be given a wrist band, a Golden Ticket and an activity book.

Throughout the show loud music and bright flashing lights are used.

The trams are old and narrow. When you travel on the tram you will sit close to other people.

On selected dates we run the Polar Express on accessible trams. This means that they are suitable for wheelchairs and mobility scooters. You have to book tickets for these by telephone.

The phone number is 01297 20375.





You will arrive at Seaton Station. The doors will open 30 minutes before your show time.

There are steps and an accessible ramp to get into the station.



When you enter the station you will be greeted by a Steward, dressed in red.

The Stewards will help you before the show begins.



While you wait, you can spend time in 'Claudes' Gift Shop. There are some seats.

You can buy special Polar Express gifts from the shop.



You can get to the toilet from this corridor.

We recommend that you use the toilet before the show starts, because there are no toilets on the trams.



At the start of the show the Steward will ask you all to listen. You will hear a recording which is played through speakers. Listen carefully, you might be asked to join in!



You will then be asked to follow the Steward into the main platform area.

You will be split in to two groups, ready for boarding the tram.



You will be told where to sit for the start of the show.

The show begins. It starts with a character called the 'Hobo' who appears on a big screen.

Then two characters start a scene and ask for the audience to shout out.



Then the characters sing a song using microphones so that you can hear them singing clearly.



At the end of the song, two trams come into the station through the big doors. There is smoke and lights.

You will hear loud music as the trams enter the station.



The trams come to a stop and the Conductor appears.

The Conductor talks to the audience and calls out the children's names, just like a school register. He will ask you to answer with 'yes' or 'here'.



The Conductor will ask if anyone needs some refreshments. This means something to eat and drink.

There is then a dance performed by the Conductors, Stewards and Chefs.



At the end of the dance you will be asked to board one of the trams.



When you have boarded the tram you will be given a cup of hot chocolate and a cookie. If you can't drink hot chocolate or eat cookies because it would make you ill, please tell us when you book.



When the tram leaves the station it will take 25 minutes to get to the North Pole. On the tram there will be two characters, one at each end, who will talk to the passengers using microphones.



About 4 minutes into the journey, the Polar Express story will be played through the speakers. The Characters stand at each end of the tram and hold up the story book so that everyone can see the beautiful pictures. You can buy the Polar Express book from our Gift Shops.



After the story the tram will come to a stop. The Characters will tell you that the caribou have blocked the way. Caribou is another word for reindeer. You are asked to make loud caribou sounds to encourage them to move on.



While the tram has stopped, the characters will leave the tram and two different characters will climb on board.

They will collect any rubbish from your hot chocolate or cookies.



The trams will then cross the road at the level crossing. This is where cars stop to let the trams pass.

You may hear the crossing alarms as the tram crosses. This is to warn the drivers waiting on the road that a tram is crossing.



Now half way, it's time to have some fun with some dancing with the characters.



Just before you arrive at the North Pole, the lights on board the tram will go out so that you can see the North Pole, and the 'Northern Lights'.



As the tram enters the North Pole you will see Santa and the Elves on the platform.



When both trams have stopped you will be asked to get off.

Make sure you take all your belongings.



When everyone has got off the tram, an elf will ask you to follow them onto the platform.



When you enter the 'Elf Workshop' you will go through the Naughty Detector.

If it goes off, it will flash red and make a loud buzzing sound.



You will sit inside the Elf Workshop, and the elves will introduce themselves with a scene and a dance.



You will be invited to sing 'Santa Claus is Coming to Town'.

Then Santa will appear!



While you wait to see Santa, you will have fun with activities and songs with the elves.



When it is your turn to see Santa, you will enter his Grotto.

He will be sitting in his chair and he will ask you what you would like for Christmas. He will then give you a Silver Sleigh Bell as a gift.



The shop at the North Pole is open. It includes Polar Express gifts.



You can go on the platform and take photos. This is also where you will find the toilets.

You may find Characters like the Hobo walking around.



At the end of the platform there is a food hut where you can buy food and drinks from the barbecue, such as hot dogs, burgers, tea and coffee.



The Hobo and other characters will be on the platform from the movie. They may talk to you.

There is also a scene before you leave the North Pole



The Conductor will appear and tell you which tram you will be travelling back to Seaton on.

When you leave, the Characters will ask you about your time at the North Pole.



On the return journey the Conductor will ask you for your Golden Ticket. He will clip lots of holes in your ticket to show a 'B' and an 'E' which stands for 'Believe'.



During the journey everybody on the tram will be asked to sing along to Christmas songs.

The song words can be found in your Activity Book.



When you arrive back at Seaton Station you will be asked to get off the tram.

Before you leave the station, you can take photos on the platform with the Characters from the show.

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We hope you enjoy your visit.

More information on accessibility at Seaton Tramway can be found at tram.co.uk/accessibility.



tram.co.uk/polarexpress