

A whimsical illustration of a steam train crossing a bridge over a cricket field. The train is blue with a black smokestack emitting white smoke. A green passenger car is visible behind the engine. In the foreground, a batsman in white is on the left, and a bowler in white is on the right, captured mid-air as if having just bowled. The scene is set against a backdrop of rolling green hills under a blue sky with white clouds.

K&ESR Santa Specials

2020

The background image is a composite of three distinct scenes. In the center, a black steam locomotive with a tall chimney emitting white smoke is pulling a green passenger train. To the left, a baseball player in a white uniform and blue cap is in a batting stance. To the right, a person in a white shirt is captured mid-air, performing a backflip. The entire scene is set against a backdrop of green hills and a blue sky with white clouds.

The Santa Teams

- Santa Stewart
- Santa Francis
- Santa Mark
- Magician Rob
- Magician Stuart

Welcome

- Thank you for being involved. Even more so this year
- We were the first Railway to run Santa Specials with Santa on the train!
- This is our 46th year
- This year will be a little different
- Its success depends on all of us!

Elf Costume

- Jumper and hat provided. DON'T SWAP OR LOSE THE HAT!
- Various size jumpers
- Festive face coverings will be supplied
- DON'T SWAP OR LOSE IT!
- Does anyone need a visor?
- Please take care of your costume
- Named hangers are provided

Elf Dress Code

- Black trousers
- Clean black shoes – school shoes are fine
- Black socks
- Please, please, please, no jeans, jeggings, trainers or Converse type trainers
- No mobile phones



At the Station

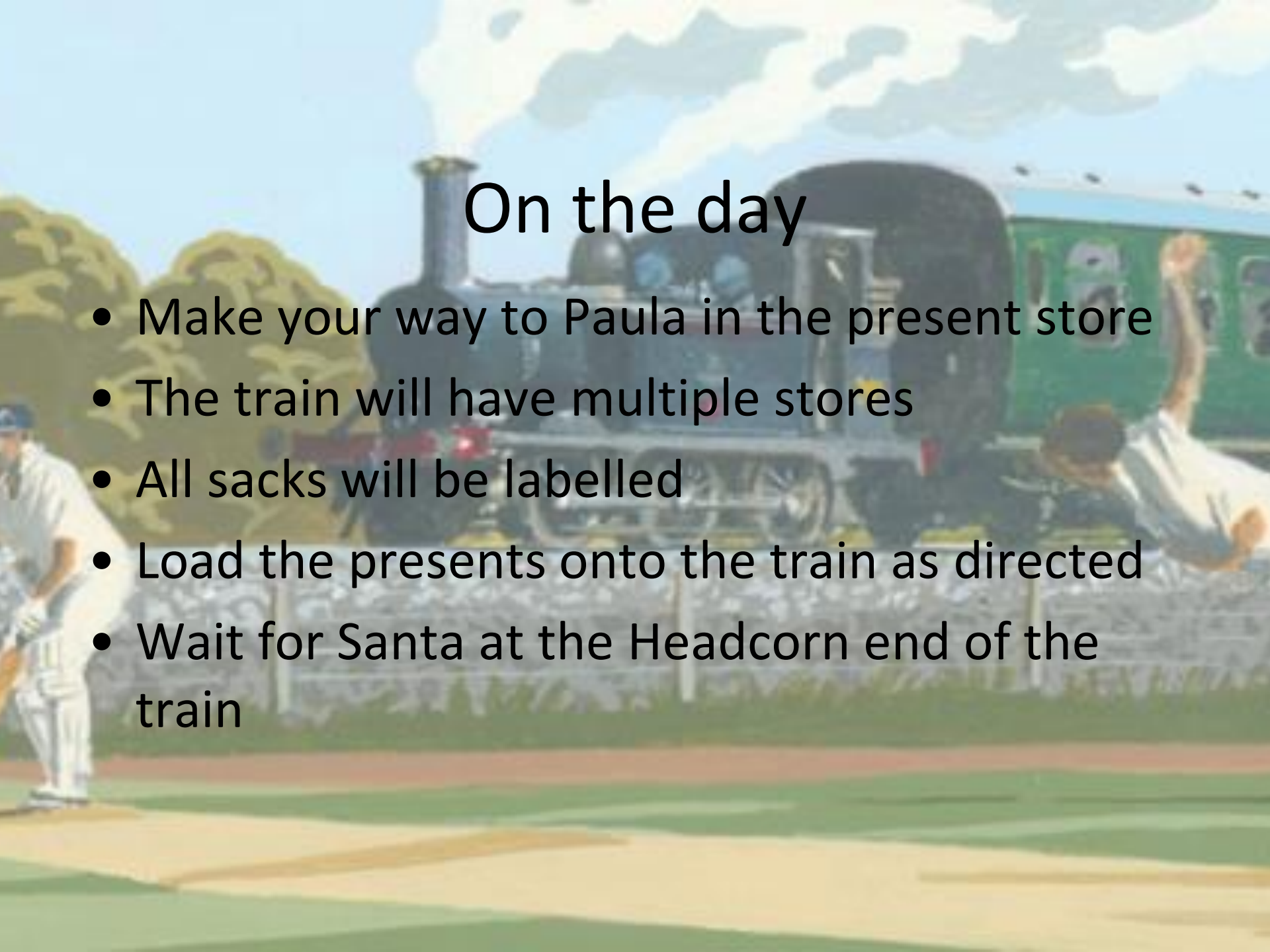
- Hands, Face, Space
- Customers come first
- Keep well away from moving trains
- Don't go away from public areas
- Please keep the Elf room tidy and keep your distance from your team members
- We will supply sanitiser. Please use it

On the day

- Arrive at Tenterden at the time on your roster
- Report to the event Duty Manager and sign in. We need to know about any medical conditions or allergies at the start of the day
- Change into your Elf costume
- You are now representing the railway. Behave as if you were representing your school

On the day

- Make your way to Paula in the present store
- The train will have multiple stores
- All sacks will be labelled
- Load the presents onto the train as directed
- Wait for Santa at the Headcorn end of the train



Head Elf

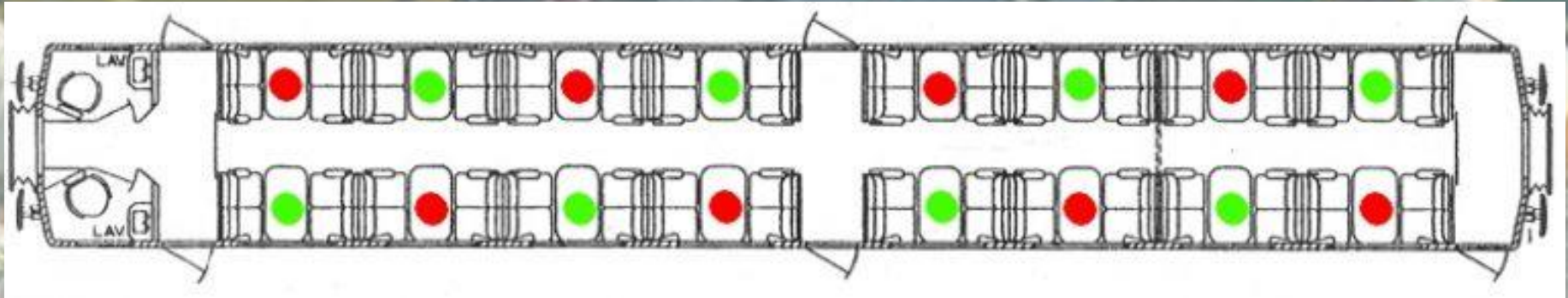
- Your Head Elf is Santa
- Santa will make his way to you
- Follow Santa's instructions



On the train

- There is no trolley service this year
- Local present stores in each carriage
- Listen to Santa
- Beware slippery floors
- Close internal doors and windows
- **Don't** open external doors

Let's do the "ZIG ZAG"!



Mind your head



Preparing for Santa's visit

- Leading Elf delivers present sack opposite the family. Be sure it's the right sack
- Ask for and mark the Santa letters
- Move to next free area
- Santa meets family and delivers presents

After Santa's visit

- Once Santa moves to the next family the following Elf collects the empty sack
- Checks everything is OK
- If there is a problem with the present you may exchange it if you can





Feeding the Reindeer

- Santa must be out of sight when trains pass
- Prompt Santa by reminding him to “Feed the Reindeer”
- Santa to move promptly out of sight
- All trains (should) pass at Rolvenden

Arrival at Tenterden

- Everyone leaves the train
- Return all empty sacks to the store
- Return to the Elf room
- Lunch will be provided
- Elves in the Elf hut to move to the present store just after the train arrives

A steam train is stopped at a station platform. The train is black with a red stripe and a white chimney. A person in a white shirt and blue cap is in the foreground, looking towards the train. The background shows a blue sky with white clouds and green hills.

Train servicing

- The platform will be closed to the public
- The train will be cleaned and sanitised
- Elves assist in loading presents onto the train
- Elves remain at the Headcorn end of train
- The platform will reopen once completed

Train problems/failure/delay

- Remain calm
- Santa, Elves and Magicians become passengers
- Do what the Guard tells you
- We will attempt to keep parents informed

FOOD!

- Please eat breakfast before you arrive
- There is a one hour break between trips
- Change out of your costume before eating and keep your Elf room clean and tidy
- Lunch will be brought to you
- The “railway room” will be the staff mess room
- No fizzy drinks!

At the end of the day

- Return your costume to the Elf room and hang it up (Please, not on the floor)
- Parents, collect your Elf from the Elf room (You still can't leave them on the shelf)
- Take your face mask home. Please remember to bring it back
- Don't forget to sign off

Rosters

- Will be handed out after this presentation
- There are three teams
- Please check them before you leave
- Please tell us of any problems ASAP
- Please advise us of illness as early as possible

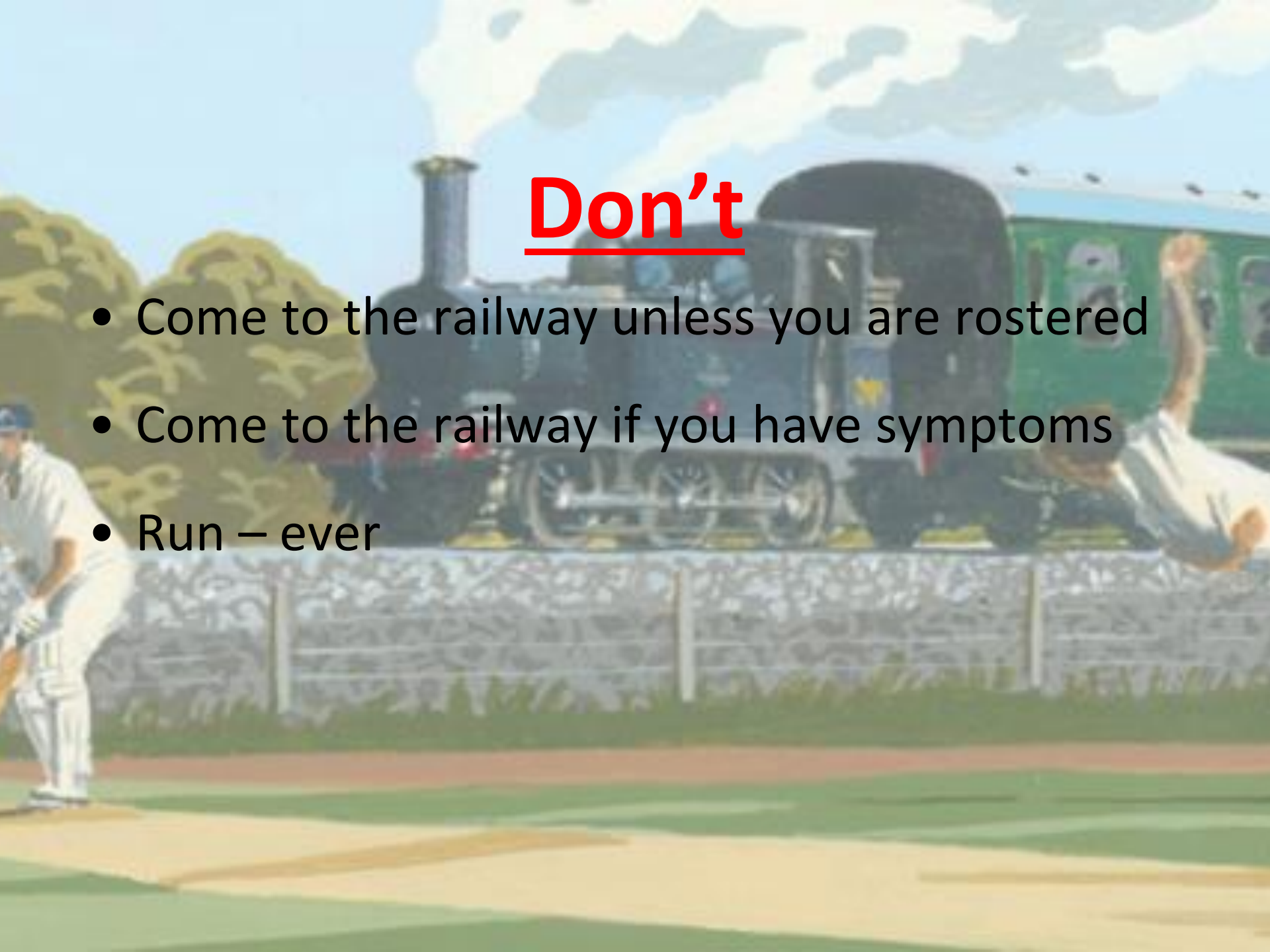
Standby days

- We have added two “standby” days
- 28th and 29th December
- Are able to offer your help?



Don't

- Come to the railway unless you are rostered
- Come to the railway if you have symptoms
- Run – ever



Elf and Safety





Safety must always be the first consideration of.....

EVERYONE

What does that mean?

- Walk, NEVER run
- Be even more aware of your surroundings
- If you think something isn't right SAY SO
- Don't play around
- Best behaviour – always!

Covid secure

- Don't attend if you have symptoms or are self isolating
- Hands, Face, Space
- Keep your distance
- Use your hand sanitiser frequently



Bad Weather

- Trains will run if at all possible
- Please let us know if you can't get in
- If trains stop during the day we will hold onto Elves until they are collected



WE'RE GOOD TO GO™

In Partnership with the Tourist Organisations of Great Britain & Northern Ireland



After Christmas

One family return ticket per Elf to be used during
2021

Not valid for our Pullman or during special
events

Didn't use your 2020 ticket? Still valid during
2021

A painting depicting a cricket match. In the foreground, a batsman in white is in a ready stance on the left, and a bowler in white is in mid-air on the right, having just bowled. The pitch is green with a brown strip. In the background, a blue steam locomotive with a tall chimney emitting white smoke is pulling a green passenger train. The scene is set against a blue sky with white clouds and green hills. The text "Just one last thing" is overlaid in the center.

Just one last thing

Have fun!



A painting depicting a cricket match. In the foreground, a batsman in white is in a ready stance on the left, and a bowler in white is in mid-air on the right, having just delivered the ball. The background features a large steam locomotive pulling a green passenger train, with smoke rising from the chimney. The scene is set in a rural landscape with rolling hills under a blue sky with white clouds.

More help needed please

28th and 29th December,

Can you help? Please see Paula