

Frequently Asked Questions

When and where does the British Pullman travel?

The British Pullman's carriages of the Venice Simplon-Orient-Express travel all year round to a wide variety of places of interest - such as stately homes, gardens, castles, cities and sporting events. Most of the journeys are day excursions from London, while shorter lunch or dinner trips are also available from London and other cities around Britain. A few weekend excursions also offered.

Do all the trips start and finish in London?

Most of the journeys are day excursions from London, while shorter lunch or dinner trips are also available from London and other cities around Britain. A few weekend excursions also offered. Northern Belle offers a range of excursions from London and other regional cities please see the **Northern Belle web page** for further details.

Can you travel overnight on the British Pullman?

No. The British Pullman consists of dining cars and does not have any sleeping compartments. The majority of journeys are day excursions although a few weekend and short breaks are available which combine a journey on the British Pullman with one or two nights in a hotel before returning to London.

Are all my meals and drinks included?

While you are on board the British Pullman your meals and drinks, as described in the itinerary, are included. Full details of what is included for each trip are shown in the Journey Planner section on this website. A selected range of alternative alcoholic drinks are also available on board and these may be purchased at the prices shown on the on board bar list.

Can you cater for special meal requirements such as vegetarian?

Yes. As long as we are notified at the time of booking, of any special dietary requirements, we will do our best to comply. We do however regret that we are unable to provide meals requiring strict religious observance in the preparation.

Are disabled people able to travel on the Orient-Express?

We are able to accommodate passengers with slight walking difficulties although we recommend that they are accompanied by an able-bodied passenger. We regret that the dimensions and layout of the train are not suitable for wheelchair bound passengers. Should you have any special requirements please contact **our company**

Can children travel on the British Pullman?

British Pullman excursions are planned to maximize the enjoyment of the scenery while fine food, champagne and wine are served at your table. This relaxed atmosphere is not best suited for children.

What do I need to wear on board the British Pullman?

Smart casual wear (not jeans) is the order of the day, such as a jacket and tie for men. For Royal Ascot more formal wear is customary and for outdoor events such as golf and Cowes, practical wear is recommended.

Can I smoke on board the British Pullman?

With apologies to smokers, the Venice Simplon-Orient-Express operates a no smoking policy on board the British Pullman.

Will I need to tip the staff?

The price you pay for a journey aboard the British Pullman is fully inclusive of all service charges. However, if your stewards, or any other member of staff serving you, have helped make your day particularly special then any gratuities you wish to give will be much appreciated.

Will I need insurance for my trip?

Orient-Express recommends that you have adequate travel insurance in the interests of you and your

family. If you do not have your own insurance and are resident in the UK we will be pleased to arrange this for you. Insurance is arranged with Travel and Personal Underwriters Limited. Details are contained within the **insurance page**

Can you arrange my accommodation if I want to stay overnight in London?

Yes. There can be no better way to make a trip extra special than by combining a day excursion on the British Pullman with a couple of nights at a top London hotel. We will be pleased to make all the necessary arrangements for you. Please advise your requirements **in the Personal inquiry form**

Can I get a group discount?

Yes. The British Pullman is ideal for celebrating a private occasion or entertaining clients on a corporate event. The minimum number required to qualify for a group discount is 16. The British Pullman can also be chartered for bigger occasions. Should you have any special requirements please contact **our company**

Can I get married on board the British Pullman?

While a number of people have held wedding receptions or traveled to their reception on board the British Pullman, it isn't possible to hold an actual formal ceremony on board.

There are two main reasons why Orient-Express cannot be granted a license to hold weddings on board, one is because the train travels through several parishes and would in effect require a license for each one. More importantly, any wedding ceremony needs to be accessible to the general public in case someone has reason to object to the marriage. This clearly would not be the case on a moving train. However, it is possible for a blessing to take place on board the British Pullman after the formal marriage has taken place.

Is this an historical train?

Yes. The carriages originate from the 1920s and 30s which was the heyday of luxury train travel. The carriages built in this period were at the time the most comfortable, elegant and luxurious ever constructed. They were decorated by the best designers with elaborate marquetry interiors. The carriages after falling into disrepair in the 1960s and 70s have been lovingly restored to their former glory and are still as elegant as ever.

Can I buy souvenirs or presents on board the train?

Yes. The Collection Venice Simplon-Orient-Express has a range of exclusively designed gifts. This includes such items as silk scarves and ties, exclusive luggage, jewellery, leather belts and trinket boxes. Smaller items can be purchased on board while larger gifts can be ordered through our mail order catalogue.