



## FREQUENTLY ASKED QUESTIONS

### **Is this the original Orient-Express?**

No. The Northern Belle carriages have been newly refurbished by the Orient-Express to Orient-Express standards. Specially commissioned, the carriages are appointed to the highest quality. The food and service on board the Northern Belle is of the same standard one would expect to find from the company which also operates the Venice Simplon-Orient-Express which runs principally between London and Venice.

### **Is the train ever pulled by a steam engine?**

On selected dates during the year the Northern Belle carriages are hauled by a steam locomotive. On other dates the train will be hauled by a diesel or electric locomotive.

### **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.

### **When and where does the Northern Belle travel?**

The Northern Belle travels all year round to a variety of towns and places of interest - such as stately homes, castles, cities and sporting events. Most of the journeys are day excursions which can be joined in a variety of points throughout the Midlands, North of England and Scotland. A selection of short breaks is also available from London and other Regional cities.

### **Can you travel overnight on the Northern Belle?**

No. The Northern Belle consists of dining cars and does not have any sleeping compartments. Our short breaks combine a journey on the Northern Belle with one or two nights in a hotel before returning on board the Northern Belle.

### **Are all my meals and drinks included?**

While you are on board the Northern Belle your meals are included. In addition a glass of Bucks Fizz is served with brunch and a glass of champagne and half a bottle of wine are included with lunch, dinner and supper.

### **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. Please advise any special requirements in the **Personal inquiry** form

### **Can children travel on the Northern Belle?**

Northern Belle 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.

### **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 our carriages cannot be boarded in wheelchairs. Our staffs are, however, available to assist any passengers to their seats and folding wheelchairs can be stored during the journey. Some excursions, for example Edinburgh Military Tattoo, are not suited for disabled travelers. Should you have any special requirements please contact our company.

**What do I need to wear on board the Northern Belle?**

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

**Can I smoke on board the Northern Belle?**

With apologies to smokers, the Northern Belle operates a no smoking policy in its dining cars.

**Will I need to tip the staff?**

Gratuities are at the passengers' discretion.

**Can you arrange my accommodation if I want to stay in a hotel overnight before my journey?**

Yes. There can be no better way to make a trip extra special than by combining a day excursion on the Northern Belle with a couple of nights at a top 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 Northern Belle 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 12. The Northern Belle can also be chartered for bigger occasions.

**Can I get married on board the Northern Belle?**

Unfortunately 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. It may be possible for a blessing to take place on board the Northern Belle after the formal marriage has taken place.

