

## Frequently Asked Questions for Santa's COASTER Express 2009

### **When will Santa's COASTER Express pick up and drop off at the Oceanside station?**

NCTD is running two separate Santa Trains on Saturday, Dec. 5. The first train will leave the Oceanside Transit Center at 10:00 a.m. and will arrive back at the station around 11:30 a.m. The second train will leave the Oceanside Transit Center at 1 p.m. and will arrive back at the station around 2:30 p.m.

### **How much does the train ride cost?**

Customers of all ages must purchase tickets in advance for \$4 each. Customers will not be allowed to board the train without a ticket.

### **Do I need to purchase a ticket for children under the age of five?**

Yes, all customers must have a ticket, including infants.

### **When do tickets go on sale?**

Tickets will be sold beginning Monday, November 16 at NCTD's Customer Service office at 810 Mission Ave in Oceanside (760-966-6500). Tickets must be bought in cash and a maximum of 6 tickets will be sold per individual. The Customer Service office is open Monday through Friday 8 a.m. to 5 p.m. Tickets will be available on a first come, first served basis.

### **Who can ride Santa's COASTER Express?**

Anyone! This event is recommended for families with children between the ages of 3 and 10.

### **Can I choose the train car I am assigned to?**

Tickets are assigned to specific COASTER cars so that seat availability is adequate. Groups should request placement in the same car when purchasing tickets. We can not guarantee that large groups will all be placed in the same COASTER car.

### **Are the other COASTER trains running on Dec. 1 free or discounted?**

No, the eight regularly scheduled COASTER trains require regular fare and Santa will not be riding these trains.

### **Can I take the Santa Train to get to other stations?**

No, the train will not stop at any of the other COASTER stations. This special Santa train is meant to be a leisurely-paced, abbreviated round-trip experience rather than a destination train. Santa's COASTER Express will only pick up passengers at the Oceanside Transit Center.

### **How long will the train run?**

Each train ride will run for about an hour and a half, round trip.

### **What will the money raised go to support?**

Every dollar raised through ticket sales for this charity train ride will go to support North County's Community Resource Center. In 2008, NCTD donated \$5,000 to the Community Resource Center to support their Holiday Baskets program. Learn more about this organization at [www.communityresourcecenter.org](http://www.communityresourcecenter.org).

### **When should I arrive at the Oceanside Transit Center?**

Customers should plan on arriving at the station at least 20 minutes before the scheduled departure time to secure parking.

### **Will my children be able to sit on Santa's lap? How much time will my child be able to talk with Santa?**

Mr. and Mrs. Claus will not be seated on the train; rather, they will be walking through the train greeting the children. Mr. and Mrs. Claus will do their best to interact with each child, but "Santa time" is not guaranteed.

### **Can I get photos with my children and Santa?**

Customers are welcome to take their own photos, but we can't guarantee that Santa will have time to sit and pose with every child on board.

### **What activities are planned for the train ride?**

Santa's COASTER Express will feature decorated train cars and holiday music. There will be holiday handouts for the children. Volunteers will also be passing out Operation Lifesaver railroad safety information.

### **What happens if it is raining?**

Santa's COASTER Express will run, rain or shine!

### **Can I bring food on Santa's COASTER Express?**

No. NCTD is asking customers not to bring food to help keep Santa's COASTER Express train cars clean.

### **Are there restrooms on the train?**

Yes, one in each car.

### **Can we bring on strollers, baby carriages or bikes?**

We are asking customers to leave strollers, carriages and bikes at home or in their cars since there is limited space on the train.

### **Can mobility devices easily get on the train?**

Yes, customers using mobility devices, canes or walkers should plan on boarding the train using the mini-high ramp located on the south end of the platform. Disabled passengers should request car #1 when purchasing tickets.