



# Autumn 2021

## Volunteer Fact Sheet

### 1 Event Dates

March 2021

- Saturday 13 & Sunday 14
- Saturday 27 & Sunday 28

April 2021

- Saturday 17 & Sunday 18

### 2 Train Departure

Each session is capped at 210pax. Patrons are advised to arrive 30 minutes prior to their train departure:

10am (entry from 9.30am) | 12.00pm (entry from 11.30am) | 2.00pm (entry from 1.30pm)

### 3 Ticket Prices\*

|                        |  |
|------------------------|--|
| Adults                 | \$42   |
| Children (4-16yrs)     | \$42   |
| Toddlers (1-3yrs)      | \$25   |
| Infants (under 1 year) | Free (must sit on carer's lap during train ride) |

\*\*Note no tickets are available for purchase on the day.

### 4 Event Duration

Site open to public: 9.00am

Site Closes to public: 4.00pm

### 5 Activities

Guest will be guided through the site to each activity as follows:

- Train Ride & Scavenger Hunt (35 minutes)
- Photo Opportunity with Thomas
- Thomas Play (20 minutes)
- Photo Opportunities (throughout site at leisure)
  - Thomas
  - James
  - Photo Wall

### 6 Venue

Puffing Billy Railway, Gembrook Station.

### 7 Customer Parking

Customers have been advised that parking is available at Gembrook Primary School for \$5 to the local community group.

### 8 Site Entry/Exit

Passengers will enter and exit via Gembrook Station.

### 9 Carriage Assignment

When passengers make their way towards the platform, they will be greeted by a Passenger Guide who will advise them what carriage they are on and direct them to the platform.

Each carriage will hold a max of 15 passengers. If a group booking is between 16 and 20 passengers, we can accommodate them in the one carriage

Please note if passengers miss the train, we will endeavour to put them on the next available service but this is not guaranteed.

### 10 First Aid

Provided by St John's Ambulance Victoria and will be onsite to manage all first aid enquiries and incidents.



## 11 Covid-19 and Crowd Management

With an anticipated crowd of 400 people onsite at any one time it is crucial that we ensure and remind all our customers of the importance of social distancing and wearing a mask when this is not possible.

As per PBR policy masks are mandatory in our carriages. And passengers will be asked to mask up when entering our Retail store and special events marquee.

## 12 Site Access

Due to COVID-19 and our Child Safe Policy the event site is accessible to ticket holders only between 9.00am – 4.00pm. Signage has been erected to communicate this to the patrons.

Should you see anyone who does not look to be patron please ask to see their ticket and if they are unable to produce it escort them out of the event site. This is a COVID-19 and a child safety requirement.

## 13 Uniform – What to wear

- PBR Passenger Guide/Crossing Supervisor/ Information Booth
  - Neat Casual (please dress for the weather) or PBR uniform
  - Comfortable closed toe shoes
  - Hats for warmer weather
  - High vis vest & Event lanyard (provided at sign in)
- Platform Staff
  - PBR Heritage uniform
  - Event Lanyard
- Drivers and Fireman
  - Wear standard safety overalls and boots

All volunteers are asked to always have their PBR name tag and crew card on them.

## 14 Volunteer Briefing/ Sign in & Out

Volunteers must sign in, within Gembrook Station, upon arriving on site and collect a vest and event lanyard.

Storage is available within the crew room for your personal belongings, please note the crew room will not be locked so please ensure you minimise valuables brought onsite.

All volunteers are to assemble within Gembrook Station at 8.30am for a 10-minute briefing each morning and site inspection.

At the end of your shift please ensure you return your lanyard and vest and sign out.

## 15 Volunteers Food and Drink

All volunteers are entitled to complimentary food and drink when rostered on. Redeemable vouchers will be available at sign in.

## 16 Smoking

There is strictly no smoking on the event site. Should you need to smoke please go outside the site and out of view of passengers.

## 17 Volunteer/Staff/ Vendor Parking

Parking is available via the old Gembrook Pub site (opposite Gembrook Station) or alternatively behind JAC Russel Park.

## 18 Accreditation

All volunteers must ensure they have their name tag and crew card on them when onsite. Staff and volunteers will also be provided an event lanyard with key contact, site map and evacuation plans.

## 19 Bump In

Bump in commences from 7.30am each day; Site lock down (no vehicle movement) from 9.00am.

Please note access is via Main Street Driveway only.

## 20 Bump Out

Bump Out can commence once all patrons have exited the event site. The Events Manager will advise vendors when vehicle movements can resume approximately from 4.00pm.



## **21 Traffic Management**

To ensure the safety of patrons attending Day out with Thomas, there will be a reduced speed limit of 40km along Main Street and traffic management will be present on each day

## **22 Liaison on the day**

The event manager or event coordinator are the event supervisors on the event day and have overall command and control of the activities in the Gembrook Railway Yard, in consultation with the Gembrook Station Master and Head Signalmen.

### **Event Manager**

Matt Collopy – 0419 677 876

### **Event Co-ordinator**

Jess Rice – 0425 760 380

