

POLICIES & MISCELLANEOUS INFORMATION



To purchase train tickets, please click on a weekly calendar to select the date of your trip.

- Tickets may be purchased by calling 800-232-5251 or by clicking on “Buy Tickets Online”
- GROUP RERVATIONS for an organized group of 20 or more people may be made by calling 800-232-5251, ext. 12.
- DINING CAR RESERVATIONS may be made by phone at 603-356-9009, or online by clicking on the date and time that you want in our weekly schedule.

Will-Call Policy

1. All tickets reserved online are mailed to you unless your visit is less than a week away, in which case they are held at the Ticket Office in our station at 38 Norcross Circle, North Conway, NH 03860. **Please note:** all trains depart from this location. There is a \$1.00 convenience fee per order for online reservations to cover the cost of postage.
2. All tickets reserved by phone are held at the Ticket Office here, and you will receive an emailed confirmation of your reservation. Unless otherwise noted, you may pick-up your tickets anytime that our station is open prior to the scheduled departure.
3. Do not be late. Trains leave at the scheduled departure time. If you miss your scheduled departure, you are not eligible for a refund

Miscellaneous Information:

- The North Conway Depot opens one (1) hour prior to the day’s first train departure on any scheduled operating day
- All enclosed passenger cars are heated, and trains run rain or shine.
- Dining Car lunch and dinner trains offer reserved, assigned seating.
- Passengers may not carry alcoholic beverages aboard at any time.
- Restroom facilities are available on all trains.
- We are a no smoking property. Smoking is not permitted aboard any train, in any building, or on the railroad property except in designated areas.
- Snacks and beverages are available for purchase at the Snack Bar located on all trains, or you may pre-order a delicious Boxcar Lunch for the Notch Train by calling 800-232-5251. Cost is \$11.50, inclusive of tax and gratuity, for your choice of 3 hearty sandwiches, side salad, dessert, and non-alcoholic beverage.
- Picnic grounds are available next to and in back of our historic train station.
- Children under 12 must be accompanied by an adult.
- We make every reasonable effort to accommodate our visitors' needs. However, handicapped accessibility is limited to Coach seating due to the narrow vestibules and door openings on our historic passenger cars. Power wheel chairs that do not exceed 26" wide by 36" long usually will fit in the cars. Please contact us with additional details relative to any special requirements prior to your visit so that we can ensure a pleasant visit
- Well-behaved dogs may travel in Coach aboard any train provided they are restrained by the owner. Service dogs are accepted in all types of seating.
- Food is allowed on all trains. We just ask that you be considerate and pick up after yourself. There are trash receptacles on the train and outside our North Conway station.