

BELMOND
ROYAL SCOTSMAN
EDINBURGH

ADDITIONAL
TRAVEL INFORMATION

BEFORE YOU TRAVEL

PASSPORTS AND VISAS

Non-United Kingdom (UK) citizens must be in possession of a valid passport, which needs to be valid beyond the duration of your journey. Depending upon which country issues your passport, you may need a visa for entry into the UK. You should check with your travel agent or government agency before travelling.

PASSENGERS WITH SPECIAL REQUIREMENTS

Facilities for guests in wheelchairs are limited, although the train does have a customised wheelchair on board for emergency use. An interconnecting cabin is available on board, which is adapted for passengers with restricted mobility.

Please note:

- Corridors can be narrow and you may need to cross between uneven carriages
- Cabins are not designed for wheelchair access
- A ramp is available for access via the train's main doors, but this can be quite steep at some stations
- There are no disabled facilities on the train.

In addition, there are frequent off-train visits where transfers are provided by luxury coach. The coach has steps to board with no ramp available, which may prove challenging to those using wheelchairs. Some of the venues visited may not have wheelchair access or disabled facilities due to the restrictions placed on historic listed buildings. Guests who rely on wheelchairs therefore need to be able to manoeuvre themselves, either alone or with their personal aides, on and off the train (where a ramp is available) and the coach (where no ramp is available). Belmond Royal Scotsman may therefore not be a suitable venue for those who are wheelchair-dependent.

Guests with restricted walking ability, who would prefer to be accommodated in the State Cars closest to the Dining Cars or our accessible cabin, should contact their local reservations agent or booking office prior to travel to discuss their requirements.

Guests with physical disabilities, and those who require frequent medical attention, should advise reservations or their local travel agent of any condition at the time of booking. You should carry with you an adequate supply of any medication you may require while travelling. Prescription medicines should always be carried in your hand luggage (not in checked luggage), only in their original, labelled containers.

HEALTH AND VACCINATIONS

For guests arriving from North America or Europe, no vaccinations are currently required for entry into Britain. It is recommended, however, that you consult your physician for requirements based on your exact travel itinerary, or for any personal health recommendations relating to the trip. While there are excellent medical facilities in Britain, passengers who require frequent attention should be aware that professional medical care is not available on board.

LUGGAGE

Prior to boarding, remember to attach a tag to each piece of your luggage. Every item of baggage should have a lock and identification both inside and outside, stating a contact address and telephone number. It is not advisable to give your home details.

LUGGAGE STORAGE ON BOARD

Cabins have limited space. Therefore we recommend that each passenger travels with one suitcase and one carry-on bag. Twin/Double Cabins have luggage storage space under each bed, which is 28" (71cm) wide x 9" (23cm) high.

Single Cabins have no luggage storage space underneath the bed. If applicable, please arrange to leave excess bags with your hotel in Edinburgh during your journey. There is also a Left Luggage facility at Edinburgh Waverley Station (payable).

PERSONAL DOCUMENTS AND TRAVEL INSURANCE

We recommend that you exercise the same safety precautions throughout your travels as you would at home. You should have adequate travel insurance and it is advisable to carry a copy of your policy with you in case of emergency.

We suggest you carry your passport with you at all times and memorise its number, date of issue and place of issue. It is also a good idea to carry a photocopy of the information pages of your passport (those containing your photograph and passport details, as well as any amendment pages) and leave a copy at home.

WEATHER

The UK enjoys a temperate climate with cool summers and mild winters. However, the weather can be unpredictable – warm and sunny one day, chilly or wet the next.

Generally speaking, Scotland is three or four degrees cooler than southern England. Overall, the West of Scotland is warmer and wetter than the East. Summer days are long, with over 17 hours of daylight in June, and winter days are short.

Unseasonable weather can occur, so it is wise to pack with a degree of flexibility in mind. The train has opening windows, circulation fans and ceiling extractor systems. However, due to the classic styling of the carriages, there is no air conditioning.

OVERNIGHT STABLING

The train is stabled each evening in either a quiet siding or mainline station to ensure you enjoy a good night's rest.

EMERGENCY CONTACT

There is a mobile telephone on board but in certain areas of Scotland it's not possible to obtain a signal. We advise you to contact the Belmond Royal Scotsman office, who will ensure any incoming messages are passed onto you. Passengers can be reached through the following office:

Belmond Royal Scotsman
78 The Shore
Edinburgh
EH6 6RG
Scotland

Telephone: +44 (0)131 555 1344

Email: enquiries.trs@belmond.com

Train Manager's mobile for emergency use only:

+44 (0)7799 647626

HIGHLAND DRESS

In association with Kinloch Anderson, Kiltmakers to Her Majesty The Queen, we are delighted to offer guests the opportunity to hire a kilt for your journey.

We have a long-standing relationship with Kinloch Anderson, a family company renowned for its creation of superb Highland wear since 1868. Kinloch Anderson has received many prestigious accolades, in particular The Royal Warrants of Appointment as Tailors and Kiltmakers to HM The Queen, HRH The Duke of Edinburgh and HRH The Prince of Wales.

If you wish to dress in traditional Highland style on board, we recommend the premium-level Kilt Hire from Kinloch Anderson. Please contact the company to discuss your preferences by calling +44 (0)131 555 1390 or emailing onlineshop@kinlochanderson.com

As a wonderful memento of your journey, you can also purchase your own tailor-made Highland dress ensemble from Kinloch Anderson. Please ask for further information.

YOUR CABIN

Our train is composed of 15 Twin, three Double and four Single State Cabins, beautifully fitted out in rich marquetry, each providing a comfortable and intimate space in which to relax and enjoy the stunning scenery of Scotland.

BEDLINEN & BLANKETS

We prepare your comfortable bed with duvets, pillows and Egyptian cotton linen. All duvets and pillows are synthetic and 100% hypo-allergenic. If you'd prefer blankets or alternative pillows, please let your cabin steward know.

In line with our environmental policies, we change bed linen and towels every other day unless you request otherwise. Face cloths are changed daily. If you'd like fresh towels and a cabin steward isn't available, leave your used towels in the base of the shower and they'll be replaced.

You can find extra blankets in the storage bag in your wardrobe.

EN-SUITE FACILITIES

Your shower operates on a shared system with your neighbouring cabin and is designed to give a regulated pressure and temperature. Please call for assistance if you have any difficulty working it.

The toilet system is designed to handle only light waste. The macerator can become clogged if anything other than toilet paper is used. Please use the disposable bags and bins provided.

HAIRDRYERS & BATHROBES

You'll find a hairdryer, clothes brush and bathroom amenities in your cabin. We also provide slippers and bathrobes for your use on board. If you'd like to purchase a bathrobe, contact a cabin steward.

HEATING

The control for your under-bed heating is next to the curtains near the break-glass hammer. Please set to a comfortable level and be careful not to place anything in front of the heater grill as it may cause a fire hazard.

LIGHTS

The main light switches in your cabin and bathroom operate the ceiling and wall lights. Switch on your desk lamp using the front switch on the base, and the night lights next to your pillow using the push switches at the base.

ROOM SERVICE

If you'd like continental breakfast, tea, coffee, drinks or anything else served in your cabin, please arrange with a cabin steward the night before or use the call button for assistance.

TOILETRIES

Don't worry if you've forgotten any essential items - just speak to your cabin steward to have them provided.

VENTILATION

You can freshen your cabin in three ways:

1. Ceiling fan. Pull the cord on the base. One pull for fast spin, two pulls for medium spin, three pulls for slow spin. The final pull will turn the fan off.
2. Windows. Open by depressing the black retaining clip and sliding them apart. Keep the gap at about 3 inches to avoid a draught. Please note, when the train stops the platform may be adjacent to your window, so for security purposes it's advisable to keep your window closed when not in your cabin.
3. Extractor fans. In both the cabin and bathroom, the brass extractor fans are operated by the lower of the two brass light switches.

VOLTAGE

As in the rest of the UK, the train runs on 220/240 volts A.C. In your cabin you'll find international travel adaptors, which should suit most requirements. Please note, these do not change voltage. Please check the appliance being used, and should it either have a voltage change function or indication that it operates on a voltage other than 220/240, you will need a voltage converter. Please contact your cabin steward for assistance.

LIFE ON BOARD

ALARMS

Alarms are tested when guests are off the train. Therefore every sounding of the alarm should be taken as a fire unless you are advised otherwise. If possible, close nearby doors to keep smoke from spreading. Only use extinguishers if safe to do so.

ALARM CALLS

If you've got an early start or would simply like to see the dawn rise over the mountains, ask the Train Manager or your Host for a wake-up call.

BAMFORD HAYBARN SPA

Wander along to our exclusive spa car and discover a sanctuary of pampering. In two single treatment rooms, enjoy rejuvenating facials, de-stressing and deep-tissue massages and expert manicures and pedicures using eco-friendly Kure Bazaar polishes.

All treatments are bookable on board.

BOUTIQUE

We offer a range of bespoke gifts and keepsakes, which you can browse in our small boutique in the Lobby. Details are in your stationery pack. To purchase any items, please speak to the Train Manager or your Host.

CHANGES TO ITINERARIES

In your welcome pack we have endeavoured to provide correct information concerning the train route, excursions and departure and arrival times. However, occasionally – as a result of climatic conditions, engineering works or other circumstances beyond our control – the routes may need to be altered and itineraries, departure and arrival times may therefore change.

COAT CUPBOARDS

Make use of the three large cupboards in the Lobby for hanging any bulky jackets and outerwear, rather than storing them in your cabin.

COMMUNICATIONS

Because of the remote and rocky nature of our routes, we don't offer onboard WiFi. Even if your device has network roaming settings, there's no guarantee of connectivity as signals are not always strong. Take the opportunity to switch off! However, when you need to stay in touch, external WiFi is available on certain sections of our routes, eg near or at major towns. Your Train Manager will be happy to identify these places for you. A WiFi dongle is available in the Observation Car if required.

CURRENCY & CREDIT CARDS

We accept pounds sterling, cheques with a valid bank card and all major credit cards. We regret we cannot exchange currency. Banks and cash dispensers are available at some of our overnight locations.

DAILY ITINERARIES

During turndown, we'll place itineraries for the following day in your cabin. These will include dining times, excursion details and a local weather forecast. We'll also post them on the Lobby wall and at the end of Swift dining car.

DINING & DIETARY REQUIREMENTS

Breakfast, lunch and dinner are served at times to fit in with the day's activities and are detailed in your cabin itinerary. We allocate seating in both dining cars on a first come, first served basis - no reservations needed. At lunch and dinner we offer a set menu. Breakfast is à la carte - you'll find a menu in your place setting.

If you have any specific requirements, or wish to request a particular portion size, don't hesitate to speak to one of the stewards.

In general:

- Breakfast is served from 07.30
- Lunch is served between 13.00 and 14.00
- Dinner is served between 19.30 and 21.00

Menus and service times are posted daily near the Observation Car.

If you prefer to relax in the morning, we can serve you a Continental breakfast in your cabin and bring you tea or coffee at any time. Press the call button for service, or make arrangements with the Train Manager the night before.

DRESS CODE

There are formal and informal dinners, as noted in the itineraries. The Train Manager or a member of crew will advise you. For formal dinners, a dark suit and tie, tuxedo or national costume (such as a kilt) is advised for men; for women, a cocktail dress or similar is recommended. For informal dinners, a jacket and collared shirt, with or without tie, is acceptable attire for men.

A journey on Belmond Royal Scotsman is a touring trip. For daytime excursions and relaxing on the train, we recommend comfortable clothing, including appropriate footwear. Bring a warm, waterproof jacket and good walking shoes. At selected locations, walking boots and jackets can be provided. If you're intending to play golf, we advise bringing your own shoes.

CREW

Near the Observation Car and Swift, you'll find notice boards displaying lists of the crew on each tour.

Train Manager: responsible for the crew and ensures the smooth running of your journey from beginning to end.

Host: available throughout the journey to provide details of off-train visits and help with any requests or queries.

Stewards: at your service in the Bar Car and Dining Cars. They also provide a housekeeping service for your private cabin.

EMBARKATION & DISEMBARKATION

For safety reasons, please only use the Lobby doors to enter and exit the train.

The doors in each of the State Cars are to be used only if directed by a cabin steward or in an emergency. All State Car doors are bolted from the inside and marked 'no exit'. They can be opened easily in an emergency.

EMERGENCY PROCEDURES

In the top desk drawer of your dressing table you'll find an information card giving you the location of your cabin, the train layout and the actions that should be taken in the event of an onboard emergency.

Should you need to stop the train, pull the red painted chain which is in all cabins and at various corridor locations. This action will cause the train brakes to be applied automatically (please be aware the chain is very sensitive and nothing should be hung from it).

For safety, please use only the Lobby doors to enter and exit the train.

Ensure that you know the location of your cabin, the nearest exits and how to open them in the event of an emergency. With the exception of the Observation Car door, the Lobby doors and State Car no. 5, all carriage doors open inwards and have extra locks for security. They would need to be unlocked in order to be opened inwards.

The Lobby doors and State Car no. 5 are opened by sliding the window downwards and leaning out to turn the exterior handle before pushing the door outwards. Please note that you might need to lower yourself onto the trackside if no platform is available. For further advice or clarification, contact any member of the crew.

EXCURSIONS

Before each excursion, your Host will advise you of the itinerary and disembarkation details. Ten minutes before it's time to alight, the Train Manager will knock on your cabin door to alert you.

We ask you to be ready in the Observation Car or Lobby five minutes before departure as the train usually only stops for a few minutes.

You'll travel in an exclusive chartered coach with toilet facilities, water and fruit available on board. Please note, you're legally required to wear seat belts at all times when the coach is moving. Smoking is not permitted.

If you prefer to remain on board for any excursion, let the Train Manager or Host know so that you're not disturbed.

FIRE

Please familiarise yourself with the location of the fire alarms and extinguishers in your State Car. If you discover a fire in your cabin or elsewhere, sound the alarm by breaking the glass.

If the train is in motion, do not pull the red painted emergency cord as this could prevent the emergency services accessing the train should they need to.

GRATUITIES

Gratuities are not included in your fare and are entirely at your discretion.

GUEST INFORMATION

You'll find a map of Scotland in your cabin. Timings for each day's activities are posted on the notice board outside the Observation Car, with an abridged copy placed in your cabin at turndown. If you have any questions, please do not hesitate to ask a member of crew.

GUESTS WITH LIMITED MOBILITY

We carry one wheelchair for use during off-train visits. Please note, wheelchair access may be limited at some venues. We keep a second wheelchair for emergency use on board.

LAUNDRY

We have no facilities on board, but you'll find a laundry bag in your wardrobe where you can store your washing and take it away with you.

LIBRARY & ROUTE INFORMATION

In Raven dining car, feel free to browse our bijou library of fiction, non-fiction and travel books. We also have a small selection of games.

MAIL

You'll find a selection of writing materials in our library in Raven dining car. If you wish to mail postcards while on the train, hand them to a cabin steward who will take care of postage.

MEDICATION

Talk to your cabin steward if you need to store any medication at a chilled temperature.

ONWARD TRAVEL ARRANGEMENTS

If you need any help with your travel arrangements from Edinburgh Waverley Station, speak to the Train Manager before you disembark.

Shortly before arriving into Edinburgh, leave your luggage in your cabin and your key in the door, and make your way to the Observation Car. Please remember to collect any coats from the Lobby cupboards.

Our crew members will place your luggage on the platform in front of the train's Lobby doors, where you can collect it.

PHOTOGRAPHY

Photography may be restricted in some parts of the venues you visit on your journey. If you have any questions, please speak to your Host.

PUBLIC HOLIDAYS IN SCOTLAND

Most shops are open on public holidays and banks are closed on the following holidays in Scotland:

Easter Weekend

First Monday in May: Spring Bank Holiday

Last Monday in May: May Day Holiday

First Monday in August: Summer Bank Holiday

SAFETY

Please do not lean out of any windows when the train is moving.

Clearance is often no more than a few inches.

Do not walk on the railway track unless instructed to do so by your train crew.

A safety information card is provided in the top desk drawer of your dressing table.

SEATING

You can always find a cosy corner to relax in on board. An open seating policy operates during mealtimes, and we recommend you visit both Dining Cars during your journey to experience the ambience in each. The Observation Car offers a pleasant environment for reading, chatting or simply admiring the passing views while enjoying a morning coffee, a pre-dinner cocktail or a nightcap.

SMOKING

Smoking is not permitted on the train and only in designated areas outside the stations where we stop.

TRAIN LAYOUT

In total there are 10 cars (carriages):

Observation Car

Dining Car no 1: 'Raven'

Dining Car no 2: 'Swift'

Spa Car: 2 x treatment rooms and cabins A and B

State Car no 1: cabins C - G

State Car no 2: cabins H - K

State Car no 3: cabins L - O

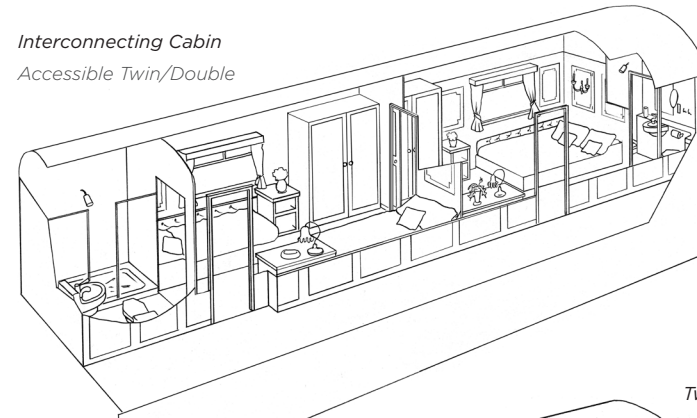
State Car no 4: cabins P - T

State Car no 5: cabins U & V

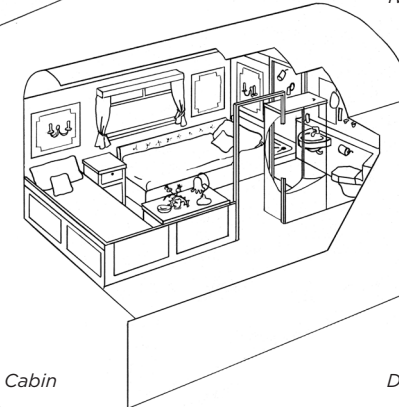
Crew Car

The train layout is designed to keep the day cars furthest from the engine. On some stretches of track, however, we have no choice but to position the locomotive next to the Observation Car. We do try to keep this to a minimum so that your enjoyment isn't spoilt.

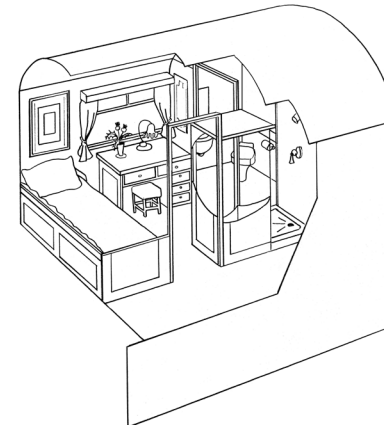
Interconnecting Cabin
Accessible Twin/Double



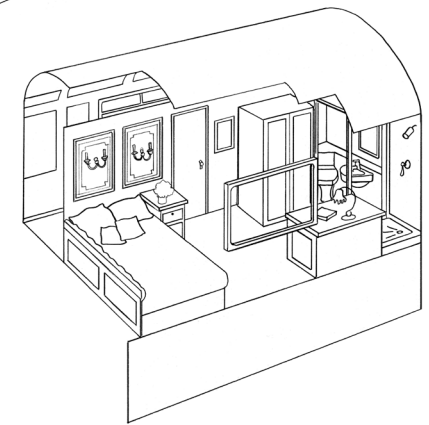
Twin Cabin



Single Cabin



Double Cabin



Illustrations not to scale

YOUR CABIN KEY

There are two keys on your fob. One locks your cabin door, the other the bottom drawer of your desk. Please keep your cabin door locked at all times. If you wish to safeguard an item that is too bulky for the drawer, a large safe in the Train Manager's office can be used for valuables. While we take every precaution to safeguard your property, we cannot be held responsible for any loss or damage.

YOUR FARE

The all-inclusive cost of your journey includes:

- Cabin accommodation with private en-suite facilities
- Chef's daily set menus, including all alcoholic and non-alcoholic beverages
- All sightseeing excursions as shown in the daily itineraries
- All applicable taxes.

It does not include:

- Insurance
- Gratuities
- Onboard boutique purchases
- Spa treatments
- Activities not included in the itinerary, eg, sea plane, chauffeur.

