

THE POLAR EXPRESS™

Train Ride



SENSORY FRIENDLY SOCIAL STORY

CALIFORNIA STATE RAILROAD MUSEUM
SACRAMENTO, CA



CALIFORNIA STATE
RAILROAD MUSEUM
FOUNDATION



I am going on The Polar Express Train!
This is a moving train ride
with a show inside the train.



If I see this icon, it may be a good time for me to wear headphones if I want.



I will arrive in Old Sacramento and the Passenger Station. There may be lots of other families and holiday decorations. I can wear my favorite holiday outfit if I want to.



**This may be a good time to use the restroom.
There are ADA restrooms or Porta-Potties outside
the Passenger Station.**



I will wait in line for my Golden Ticket and boarding pass. It might be loud and busy in the Passenger Station.





I can ask to borrow a sensory bag. The bag has headphones and tools that I can use to help me enjoy the experience.



Volunteers with blue name tags or staff wearing red vests can help me while at the Polar Express.



**I can explore the Passenger Station.
There are coloring tables, a toy train,
gift shop, and a real locomotive.**



**There will be a short performance
on the side of the locomotive. It will
include fake smoke and lights.**



**I may need to wait in line with other families for
15 minutes before I get on the train.
My ticket will tell me what line to wait in.**



While waiting, I may want to use the restroom before I board the train. Volunteers can direct me outside to the restrooms and will let me back into the Passenger Station.



While we are in line, there will be a show and characters will speak to the audience. They will tell us when it's time to board the train.



If I start to feel overwhelmed inside the Station or waiting in line, I can ask volunteers or staff to help me find a quieter space to wait in.



**After the show, I will board the train.
It may be crowded because everyone
is excited. Volunteers will direct me to
the right train car.**





My group can choose which available seats we want. The cars will be decorated for the holidays and holiday music will be playing.



**Once we select our seats, I can get comfortable!
If I want to put my feet up on the seats, I will take
my shoes off first.**



I will meet the Chefs on our way to the North Pole. They will be in my train car during the entire ride. I can ask them for help if I need it.



Chefs with the red handkerchiefs are staff. They have extra training and can help me or my family if something urgent comes up.



During the ride, there will be singing and dancing. I can sing along if I want to. The train will move and stop.





The Conductor will come by and punch holes in my Golden Ticket.



The Chefs will serve me a cookie and hot cocoa, which I can eat if I want to.



***The Polar Express* book will be read out loud.**
The Chefs will hold the book for all of the children on the train to see. If I have my own book, I can follow along.



When we get to the North Pole, the lights will turn off so we can wave to Santa and his elves out the window. Then we will start heading back to Old Sacramento.



**A very special guest will visit the train
and give me a bell. He wants to visit all
of the children, so I won't be able to talk
to him for too long.**





**Everyone ringing bells and singing
along can be very loud.**





**I will return to the Passenger Station. I will say
goodbye to my new friends and the Chefs will
help me safely off the train.**



**The ride will be finished. I had a great time riding
the Polar Express!**

Parents & Caregivers: Some More to Know Before Your Go

- THE POLAR EXPRESS™ Train Ride in Sacramento is not fully accessible due to historic, limited doorway widths and steep stepwells within the train cars. Our train crews are always pleased to lend assistance when boarding and alighting from the train (provided wheelchairs or other oversize assistive devices are not required during the trip). Please notify the event crew prior to boarding.
- The toilets available for Polar Express are:
 - Restrooms in the Passenger Station building (includes larger ADA stall and changing table)
 - Porta Potties across the yard from the station.
 - The ride is 50 minutes in duration. If you have concerns about access to a restroom, including medical concerns, talk to a staff member before you board.
- To check out a sensory bag, ask any staff member on-site (typically in red vest or wearing red bandana). Volunteers can also help direct you.
 - Sensory bags are available first-come, first-serve. Some are available in the passenger station and onboard the train.
 - Staff will hold a photo ID to check them out.
 - Bags include headphones, a communication card, fidget toys, and strobe-reduction sunglasses.
- Inside the station, you can expect hearing the train horn, a short stage show, and an excited crowd. There will be short bursts of strobe lights.
- The ride is on a moving train that rocks and sometimes makes sudden movements. Most seats are cushioned (except the sleigh ride). If you want to have feet on the upholstered seats, just take off shoes first.
- You can expect loud sounds including bells ringing, children shouting, music, and singing. There will be dance performances, bright lights, and lights are turned off when we reach the North Pole.
- A cookie and hot cocoa will be served on board. We ask that no other food or beverages be brought on board besides water. Please contact our event crew if you have any questions.
- **To contact us in advance for support, please email ticketing@csrmf.org**