



FREQUENTLY ASKED QUESTIONS

Where do I board the train?

The train will depart from **Victoria Station in Goshen, Virginia. The address is 340 Victoria Lane Goshen, VA 24439.**

Where do I park?

Free parking is located at the boarding location. The parking lot will close when capacity is reached. A limited number of handicapped spaces are available, however there is no paved parking and the surface of the lot is gravel. Plan to arrive a half-hour before your scheduled excursion.

What engine powers the Autumn Special rides?

Vintage diesel locomotives owned by the Buckingham Branch Railroad.

When will you start selling tickets?

The best way to stay informed about our ticket releases is via our email newsletter. If you are interested in subscribing to the newsletter, please scroll to the bottom of the virginiascenicrailway.com website page and enter your email into the white box under the text "Stay In The Loop" then press the yellow "Sign Up" button.

Will there be wheelchair access?

Due to the age and history of our passenger cars, stairs, narrow hallways, and other limitations make them inaccessible to persons utilizing walkers, wheelchairs, motorized scooters, etc. We apologize for this inconvenience.

Are group bookings possible?

Regretfully, group bookings are not available for this excursion. However, you're more than welcome to make individual reservations online, or call us at 866.440.8356 and we'll be happy to assist you with booking.

Will there be a place to get fresh air?

While there isn't an open-air car on this excursion, guests will have limited opportunities to step into the vestibule area at select times during the ride. Space is a bit tight, so access may vary, but our team will do their best to accommodate everyone. All of our cars are climate-controlled to keep you comfortable throughout the journey.

How fast does the train go?

The train may reach speeds as high as 40 mph, however most travel will be average speeds of 25-30 mph.

How does seating work?

Passengers will select their seating class when making their reservation. The individual seating assignments will be provided during the check in process at Victoria Station the day the passengers arrive to ride the train.

Are restrooms available on the train?

Yes, there are restrooms on the train. However, due to the limited number of restrooms aboard we encourage usage of the temporary restrooms available at Victoria Station prior to boarding.

Is smoking or vaping allowed?

No, we are a non-smoking/vaping property. Smoking/Vaping is prohibited aboard any train and/or on railroad property.

What if I need to cancel my reservations?

Any ticket modifications or cancellations must be made a minimum of fourteen (14) days before the day of departure to receive a full refund. Ticket purchases are fully refundable up to two weeks before your excursion date. A gift card will be issued if cancellation is received between 2-14 days of departure. No refunds or credits will be given for prior-day cancellations, day-of-ride cancellations, or missed trains. No-shows are not refundable. Our trains operate rain, snow, or shine. The decision to run is based on weather conditions at the railroad. If the train runs, no refunds will be made. If a train is cancelled, a gift card will be issued – no cash refunds will be made. If you need assistance cancelling your reservation we must receive the request in writing. Please email info@virginiascenicrailway.com

Is there a dress code?

There is no dress code, but please dress in a way that will not make others uncomfortable.

How do I receive my tickets?

Tickets are delivered electronically. Due to the potential for large crowds, and the rural nature of the area, we encourage you to print your ticket confirmation/QR code in advance to avoid any issues with interruptions to cellular service.

Is there food on the train?

All passengers will receive complimentary beverages and small snacks during the ride.

Are bikes, strollers, or car seats allowed?

At this time, we are unable to accommodate these items.

Will there be assistance during boarding?

Car hosts will be available to ensure safety and provide limited assistance. Passengers with mobility restrictions are strongly encouraged to travel with a companion that can aid in boarding if necessary.

Where should I stay?

Listed below are helpful travel resources from our tourism partners. Please use these sites to help make your lodging and dining arrangements, and to learn about all the other attractions in the area.

- Visit Shenandoah (Shenandoah Valley Travel Association)
- Visit Staunton
- Visit Lexington/Rockbridge
- Visit Augusta
- Visit Bath County