

Hawarden Holiday Express

Frequently Asked Questions

When is this event?

Saturday, December 3rd with rides at 11:00 AM, 1:00 PM, 3:00 PM, & 5:00 PM.

How long do the rides last?

Each ride will last an hour. All passengers will stay aboard the train cars for the duration.

Where is this event?

The train will load and unload West of Schoeneman's Building Materials Center (812 IA-12) on 9th Street.

What will happen on the ride?

The ride will include hot chocolate, cookies, holiday music, a read-aloud of a holiday story, and a surprise guest!

When are tickets on sale?

Tickets are on sale now until November 30th.

How much are the tickets?

All tickets are \$12. Lap sitters that are 2 years and under are free.

How do I purchase tickets?

Tickets can be purchased at <https://hawardenholidayexpress.itemorder.com/shop/home/>

Will my tickets be mailed to me?

No. You will receive an email confirmation of your ticket purchase.

Who needs tickets?

Everyone planning to attend the event needs a ticket. Lap sitter tickets can be added to your ticket order for free. This allows us to have an accurate number of passengers.

Can I buy tickets for my children and drop them off at the event?

All children under 14 years old must be accompanied by an adult 18 years or older.

What is the difference between the upper level and the lower level?

The upper level of the train car is recommended for older children and adults. The lower level of the train car is recommended for small children and families. Please note that the train is not wheelchair accessible. It is recommended that those with limited mobility purchase lower-level seating.

When should I arrive at the event?

We ask that you arrive at the event at least 30 minutes before your designated departure time. We ask that you do not arrive more than an hour before to allow the previous riders to disembark, the trains to be cleaned, and the coordinators to be ready for the next ride.

Where should I park for the event?

Please refer to this map (coming soon) for parking. Handicap parking will be in the Peoples Bank parking lot. Transportation across the street to Schoeneman's will be available.

Is there a cost for parking?

No, there is no additional cost for parking.

What do I do when I arrive?

A check-in table will be placed at the east entrance of Schoeneman's. Upon checking in, you will be directed to the leader of your train car. CAL Shirt Co. will be on location with a pop-up shop, selling holiday merchandise. There will also be multiple photo opportunities! Porta potties will be available.

Are the cars heated?

Yes, the train cars are heated.

Are bathrooms available on the train?

No.

Will the rides be canceled due to the weather?

Typical winter weather does not stop the train from operating. Please check our Facebook pages (Hawarden Area Arts Council, CAL Shirt Co, & Hawarden Public Library) or the Hawarden Public Library website for updates. If the rides must be canceled due to ice or blizzard conditions refunds will be issued.

Will we be getting off the train?

No, all activities will take place on board the train.

Are we limited to just one ride?

Tickets are purchased for specific times. If you would like to buy multiple tickets for other times, please do!

Are strollers permitted?

Strollers and/or car seats are not permitted on the train.

Are pets allowed?

Service animals are welcome on the ride but no other pets will be allowed on the train cars.