



FREQUENTLY ASKED QUESTIONS

What is Day Out With Thomas™?

Day Out With Thomas™ is a family event that offers aspiring engineers and their families the unique opportunity to take a ride with the classic storybook engine, Thomas the Tank Engine™ at regional heritage railroads across the country.

Who is Thomas the Tank Engine?

Since Thomas the Tank Engine left the depot more than 65 years ago, this Really Useful Engine and his Island of Sodor friends have chugged their way into the hearts of preschoolers and grownups worldwide. Based on The Railway Series of classic stories authored by a father who loved trains and wanted a shared experience with his son, Thomas & Friends™ is a rite of passage that inspires the imagination while teaching the life lessons of friendship, exploration and cooperation.

What are the appropriate ages for Day Out With Thomas?

Day Out With Thomas is a family event that welcomes passengers of all ages.

Where is the event?

Heritage Park Historical Village
1900 Heritage Drive S.W. Calgary, Alberta T2V 2X3

When is the event?

Saturday, May 4, 2019
Sunday, May 5, 2019
Friday, May 10, 2019
Saturday, May 11, 2019
Sunday, May 12, 2019

When do tickets go on sale?

November 13, 2018

How much are tickets?

\$24.50 do not incl. GST. (Please note Fee Assist is not available for this event.)

How do I purchase tickets?

Tickets can be purchased online at www.ticketweb.ca

Who needs tickets?

Tickets are required for guests ages two and up.

What is included in the ticket price?

A ticket for Day Out With Thomas includes the train ride with Thomas the Tank Engine, as well as a variety of Thomas & Friends themed entertainment, including Storytelling and Video Viewing, Temporary Tattoos of Island of Sodor friends, and an Imagination Station with Arts & Crafts and more. Guests will also have the opportunity to meet Sir Topham Hatt, the Controller of the Railway on the Island of Sodor.

How will I receive my tickets?

If purchased three weeks or more in advance of the event, guests will receive their tickets in the mail. Guests that purchase tickets closer to the event date can pick up their tickets at Will Call the day of the event.

Are there any refunds?

There will be no refunds or exchanges.

Will Thomas the Tank Engine be there?

Thomas the Tank Engine has travelled all the way from the Island of Sodor and has arrived Right on Time to take a ride with you and your family.

Will Sir Topham Hatt be there?

Yes, Sir Topham Hatt will take time away from his busy schedule as Controller of the Railway on the Island of Sodor to meet and take pictures with guests.

Do you recommend purchasing tickets in advance?

Due to the popularity of Day Out With Thomas, advance ticket purchase is highly recommended. It is not uncommon for events to sell out. When purchasing tickets you will be asked to select a specific date and time for your ride with Thomas. Your ticket is valid only for that date and time.

DAY OF EVENT INFORMATION

What times do trains depart?

The train will depart Midnapore Station at the following times: 9:00 am, 9:40 am, 10:20 am, 11:00 am, 11:40 am, 12:20 pm, 1:00 pm, 1:40 pm, 2:20 pm, 3:00 pm, 3:40 pm, 4:20 pm on all days.

When should we arrive for our train ride with Thomas?

It is recommended that guests arrive at the event at least one hour before their scheduled departure with the exception of the first ride, when guests should be at the gate when it opens at 8:30 am and head directly to Midnapore Station.

Is there assigned seating on the train?

Tickets are assigned by time. Guests must be together during boarding if they wish to sit together on the train.

How long is the train ride?

The ride will run for approximately 20 minutes, which is three loops around the Park.

Are you limited to just one train ride?

There is one train ride per ticket.

How do I get to there?

Heritage Park is conveniently located just 20 minutes from downtown Calgary. For guests using public transportation, a shuttle bus is available from the Heritage LRT Station. Get directions from [GOOGLE MAPS](#)

Is there parking available on-site?

Yes. There is ample parking for guests.

Is there an additional cost for parking?

Yes. Standard parking rates will apply.

What if there is inclement weather?

Day Out With Thomas events take place rain, snow or shine.

Are cameras allowed?

Absolutely! Guests are encouraged to capture their Day Out With Thomas memories for their photo album.

Will there be food available?

Yes. A number of food service sites will be open for your convenience.

Are strollers permitted?

Day Out With Thomas is a family event that welcomes guests of all ages. There is even a designated area for "stroller parking" during the train ride. Strollers will not be allowed on the train; an unsupervised stroller storage area will be located at Midnapore Station. The train will return to Midnapore Station at the end of each ride; strollers can then be picked up by guests.

Is the event handicap accessible?

Activity areas are wheelchair accessible. Train ride is NOT wheelchair accessible.

Are pets allowed?

No pets are allowed at Day Out With Thomas.

Is there available lodging in the area?

Yes. Please [CLICK HERE](#) for package details.