

## **Tips For Passengers About Trans Siberian Train:**

- **What electrical chargers will I need to bring?**

There are also 220v plug sockets are normally in the corridor. Please ensure that you have the correct adaptor for any electrical items that you may wish to charge while on board the train.

- **Is there a First Aid kit on board?**

It is your responsibility to ensure that you have adequate supplies of any ongoing medication that you will need for the duration of the journey.

- **Is there a shop on board the train?**

There is not a shop on board but most general items can be purchased in the cities we visit.

- **Is smoking permitted?**

Smoking in the cabins is strictly prohibited. You can smoke in specific designated areas at the ends of the train.

- **Is there a laundry facility on board the train?**

No

- **Are there any communication links while we are on board?**

There is mobile phone coverage in areas, however it is not continuous. There is not a phone service on board the train.

- **Is there an internet on board?**

There is no internet facility on the train.

- **Are there porters to help with baggage?**

No

- **What style of beds do the cabins feature?**

"Lux" compartments have two beds and are really quite luxurious. "Coupe" or "hard class" has four bunks per compartment, all with clean sheets and blankets supplied. Some trains have an intermediate "soft class" with 4 softer beds.

- **Is there a shaver point and electrical points inside the cabin?**

There are electrical and shaver points in the toilet room.

- **How often is the cabin cleaned ?**

The first person you'll meet as you board the train is the provodnitsa for your carriage. She will clean the cabins daily and is also responsible for "in charge" of keeping the carriage clean and responding to requests from passengers.

- **How often do the towels get changed?**

Every three days

- **What toiletries are provided?**

Buy your own toiletries.

- **Is there beds and a table in a single compartment?**

A single compartment has 4 beds, two bunks at the bottom, doubling as seats during the day, and two bunks on the top. A small table juts out into the space between the bunks. It is big enough to eat at comfortably and play game of cards.

- **Is it noisy? Are ear plugs required?**

The sounds of a moving train may disturb you, especially on the first night on board.

- **Is alcohol permitted inside the cabin?**

Yes

- **Are cabins checked when crossing border?**

Yes

- **Is it safe to leave my valuables in my cabin.**

It is not safe to leave cabins open.

- **Are there tea & coffee making facilities inside the cabin?**

There are no facilities within the cabins, however tea and coffee can be provided by the attendant.

- **Are the toilets western style or local?**

The toilets on board the train are western style and flushable. Toilets are located at each end of

each carriage. These are locked during stops at stations, so get your timing right. In the toilet there is a small basin to wash your hands.

• **Is there shower ?**

Russian trains have a shower cubicle (please note – it is not guarantee ). It is situated in the wagon next to the restaurant car and costs around US\$5 to use. The Chinese & Mongolian sections do not have shower facilities.

• **Is hot water available at all times?**

Yes, in each carriage there is a dispensing hot water for tea and coffee for 24 hours. you'll also find a samovar at one end. This is like an urn of constantly boiling water, and you can use it to make coffee and tea.

• **Are the train windows cleaned daily to allow for good photography and general viewing?**

In the corridors of the train, apart from being a great number of windows that are great for sight-seeing. We ensure that the train windows are kept clean to ensure that you can enjoy the interesting wonderful scenery that you pass. Ural mountains, the border of Europe and Asia, Krasnoyarsk Stone Poles, Baikal Lake, pine forests, Mongolian endless open steppe and Chinese great wall etc.

• **Where do I store my luggage?**

There are plenty of storage spaces to store luggage inside the cabin.

• **Are all meals included?**

No, breakfast, lunch and dinner are at your own arrangement.

**Is there any restaurant in train?**

Yes, there is restaurant car in every train. On the train, credit cards are not acceptable; please take some cash with you.

• **Is it possible to buy extra snacks on board?**

You can buy some extra snacks in the bar.

• **What type of food is provided on-board**

The menu includes varies food of the international, Mongolian, Russian and Chinese.

• **Is the water safe to drink?**

The water on all trains is not drinking water. Buy your own fresh bottled water.

• **Are there any showers?**

Shower facilities are generally not offered on trains. In the deluxe cabin has shared shower room. Towel or soap is not supplied. So it's better to take your own.

• **What is the difference between deluxe class, 1<sup>st</sup> class and 2nd class on the train?**

Deluxe class is same as the First class. Deluxe have a shower room shared between 2 cabins. First class cabin has 2 beds without the upper bunks and no shower. Second class is called Kupe (Russian) wich is compartment class, kupe compartment consists of four bunks - two lower, two upper - inside an enclosed cabin, with a small table between them just below the window. The lower bunks fold up to reveal an enclosed hollow space to place your luggage. In Chinese train, there are three kind of berth type; deluxe class, soft sleeper class, and hard sleeper class.

• **What is the difference between soft sleeper class and hard sleeper class?**

Only Chinese train has Soft sleeper class. Soft sleeper and hard sleeper class, both of them has 4 berths in 1 cabin and no shower. Soft sleeper cabin has softer and little bit wide berths than hard sleeper class.

• **I am travelling with children. Please tell me more**

Children under 12 years old can get tickets 50% of the adult cost and own berth. Below 5 years children can travel with you free of charge and cannot get own berth.

• **How many months ago can I book tickets?**

Railway ticketing office issues the tickets 1 month before your departure date. The ticketing office accepts bookings in 2-6 months advance. We highly recommend you need to plan your journey at your earliest convenience and book tickets well in advance.

• **How safe is it to book with you? How can I get my ticket?**

We are a fully licensed Mongolian travel agent and accredited by Tourism Ministry of Mongolian Government. All bookings, once made and paid for are guaranteed. The Trans Siberian Railway

system is tightly under the control of the **Railway Authorities** of China, Mongolia and Russia. So there is no online ticketing service. That means no e – tickets and it is not possible to receive your ticket by email. Paper ticket is issued by Railway ticket office in 1 month advance before your departure date. You can pick up tickets from our office in Ulaanbaatar. Also we can delivery your tickets to your home by DHL. More about DHL and costs click here <http://www.dhl.mn/>

• **How many kilos of luggage can I carry on Trans Mongolian train?**

Passengers are allowed to take a free baggage of 35kg. A child travelling with you who is younger than 12 years old can carry 15kg free baggage.

• **What is Trans Mongolian train ticket cancellation policy?**

Ticket is refundable if you want to cancel your journey at least 24 hours before train departure. 20% cancellation charge applies. If you cancel your ticket within 6 hours before train departure, 50% cancellation charge applies. Lost or stolen tickets are not replaceable.

• **Can I change my travel date?**

You can change your travel date at least 24 hours before the train departure. Train ticketing office will charge you 10% upgrade fee.

• **Is there a safe in the cabin and onboard the train?**

Yes, it's safe. Here are few tips, make sure lock your cabin at night and not to open the door in the middle of the night. Keep your money safely and use a money belt. Provodnitsa (car attendant) for your carriage will responsible for responding to requests from passengers and look after you. Also there are police teams on board.