

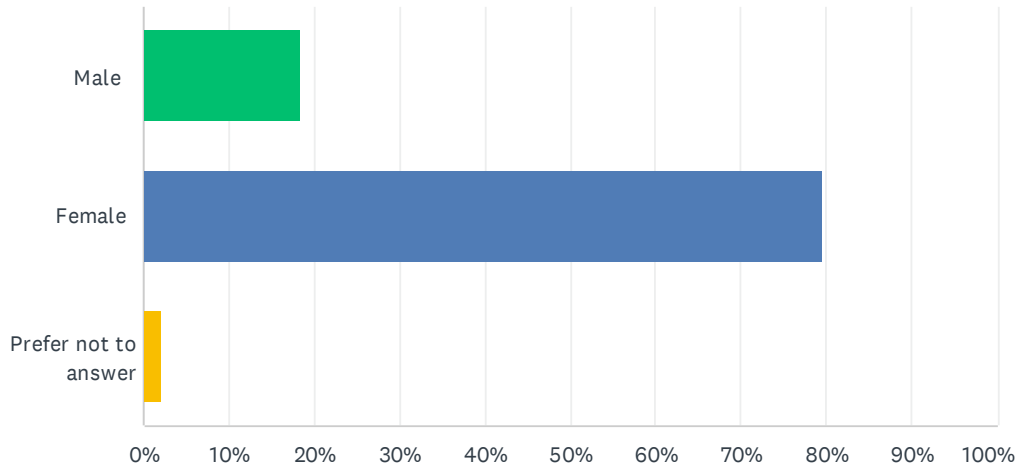
Q1 Contact Information

Answered: 90 Skipped: 3

ANSWER CHOICES	RESPONSES	
Name	98.89%	89
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	100.00%	90
State	100.00%	90
ZIP/Postal Code	98.89%	89
Country	95.56%	86
Email Address	95.56%	86
Phone Number	0.00%	0

Q2 Gender

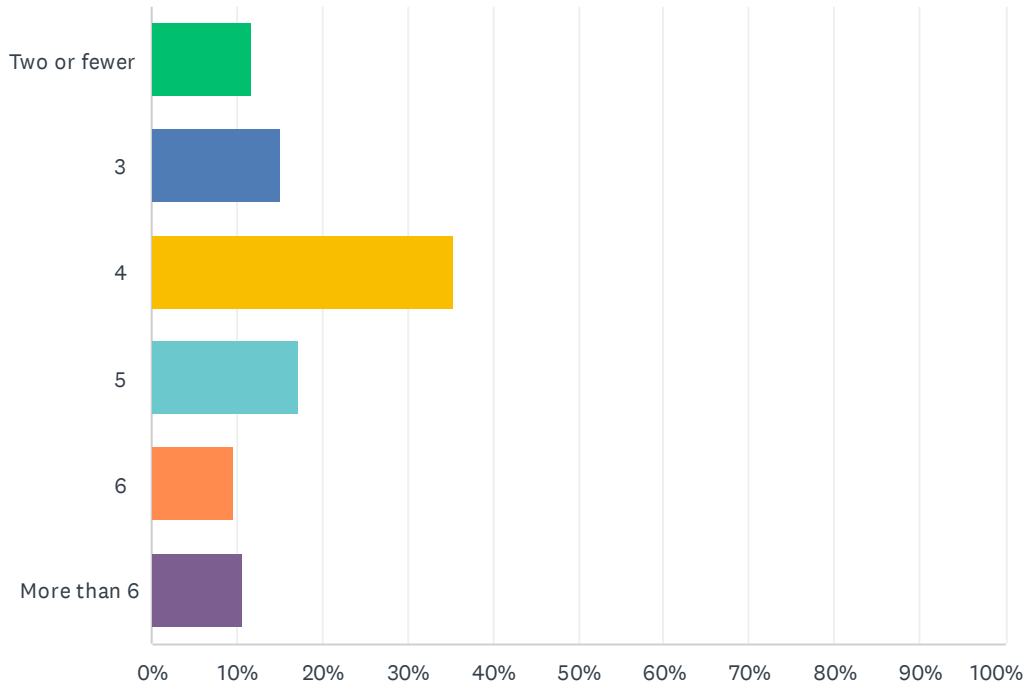
Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	18.28%	17
Female	79.57%	74
Prefer not to answer	2.15%	2
TOTAL		93

Q3 What is the size of your family unit?

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Two or fewer	11.83%	11
3	15.05%	14
4	35.48%	33
5	17.20%	16
6	9.68%	9
More than 6	10.75%	10
TOTAL		93

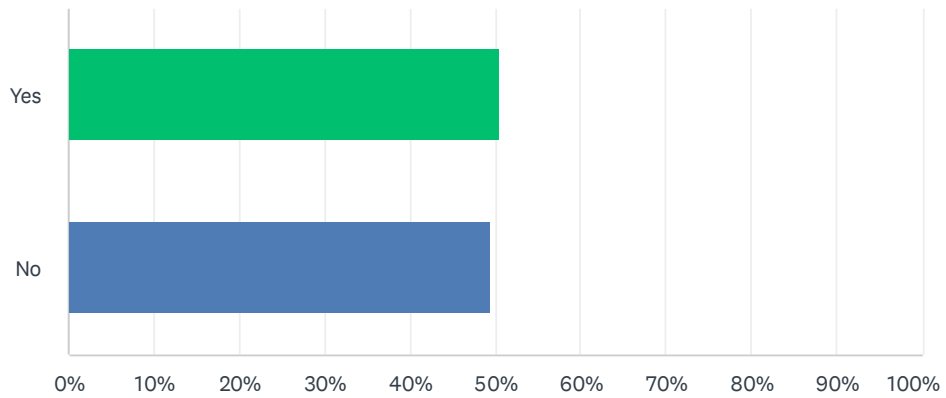
Q4 What date did you attend THE POLAR EXPRESS Train Ride?

Answered: 93 Skipped: 0

ANSWER CHOICES	RESPONSES	
Event Date	100.00%	93

Q5 Had you attended THE POLAR EXPRESS Train Ride in the past?

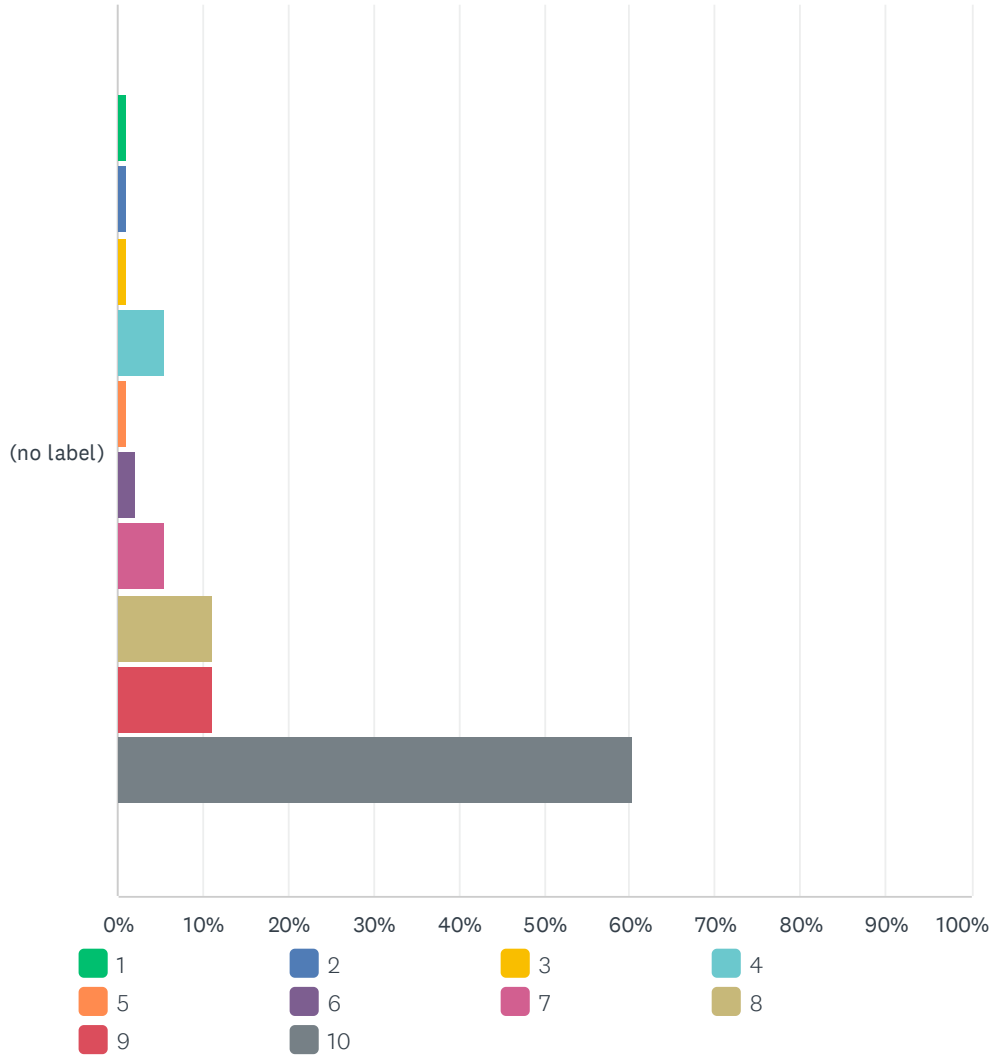
Answered: 91 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	50.55%	46
No	49.45%	45
TOTAL		91

Q6 How likely is it that you would recommend THE POLAR EXPRESS Train Ride to a friend or colleague? 1 Being Not At All Likely, 10 Being Extremely Likely.

Answered: 91 Skipped: 2



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
(no label)	1.10%	1.10%	1.10%	5.49%	1.10%	2.20%	5.49%	10.99%	10.99%	60.44%	91	8.77
	1	1	1	5	1	2	5	10	10	55		

Q7 What criteria were you considering when you gave this score?

Answered: 90 Skipped: 3

Q7 What criteria were you considering when you gave this score?

Answered: 90 Skipped: 3

#	RESPONSES	DATE
1	Expensive and very cold in the car. Definitely for young children.	12/31/2022 7:28 AM
2	Fun for the kids great service and an all around good time for the entire family	12/26/2022 8:30 AM
3	It's our annual tradition with another family	12/25/2022 4:16 PM
4	We always enjoy the Polar Express.	12/24/2022 9:12 PM
5	Very fun evening with hit chocolate, cookies, story, music and singing. Great staff.	12/23/2022 5:38 PM
6	A few negatives- cost of seats, confusion re table seating, etc.	12/22/2022 8:56 PM
7	Everything	12/22/2022 9:01 AM
8	The experience	12/21/2022 10:00 PM
9	Magical, Memorable, Immersion in the Story Telling, Costumes, Singing, Acting, Interaction, Warmth and Food/Drink.	12/21/2022 6:30 PM
10	The level of talent onboard the train made the experience magical. The acting, the singer - he was really good, the conductor making it a real party with dancing for the children. It was wonderful.	12/21/2022 5:51 PM
11	We paid for the VIP seats and arrived early to make sure we got on the car early so we could get the good seats where 4 face each other. When we boarded, the man inside assigned us to the chairs that were on the side of the first part of the car facing toward the middle. I asked to please be moved to another section for my family of four could be facing one another. He said he had to seat that section of the car first. We would have been better off arriving later. This made no sense to me. Paying more money to sit in those awkward seats where I could barely talk to or visit with my family members during the event was a big let down. I would recommend you rethink how the train is boarded or how the seats are set up inside.	12/19/2022 7:37 PM
12	The age of the child, functional bathrooms onboard, quality of the hot chocolate and cookie provided, friendliness of the crew	12/19/2022 6:49 PM
13	It is always a fun experience.	12/19/2022 10:59 AM
14	The entire experience was true to the book and movie.	12/19/2022 5:40 AM
15	Wonderful experience. Grandkids loved it. Crew was very friendly and interactive all all the train riders	12/18/2022 10:16 PM
16	Everyone in the cast were friendly and very happy to make our trip to the North Pole an exciting adventure!	12/18/2022 8:45 PM
17	How much the kids love it	12/18/2022 6:53 PM
18	Atmosphere, theatrics, treats, memories that I know my children will have for their lifetime!	12/18/2022 10:26 AM
19	What a great experience it is	12/18/2022 6:29 AM
20	Enjoyment of experience, cost, quality	12/17/2022 7:22 PM
21	The price I paid for the ride, historic fee and parking was not worth it. Over the past 5-6 years its got more expensive and nothing changed.	12/17/2022 5:31 PM
22	Had a good time, the actor near us was not great at his lines. And was slightly young for the part. He clearly was teying his best and in a season or two hed be great. The Santa village was kinda underwhelming but everything else was amazing	12/16/2022 9:16 PM
23	The cost	12/16/2022 8:40 PM

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24	Staff engagement and knowledge	12/16/2022 6:34 PM
25	it truly helps bring out the christmas magic	12/16/2022 11:22 AM
26	Wait times, interaction, and kindness of staff	12/16/2022 7:02 AM
27	I PAID VIP AND ENDED UP SITTING ON 5 CHAIRS LINED UP AGAINST THE WINDOWS. UGH. SO SAD. I WAS SO EMBARRASSED. WE ARE A MEXICAN FAMILY AND ALL THE OTHER CAUCASIANS WERE SITTING IN THE SEATS LIKE NORMAL. UGHHHHHHHHHHHHHHHH. I ASKED TO MOVE INTO A SEAT LIKE THE OTHER FAMILIES AND I WAS IGNORED.	12/15/2022 8:01 PM
28	Price is high for many people	12/14/2022 2:12 AM
29	The actors took the time to talk to the kids and it was put in really well. Your Santa was awesome. We've ridden the Sacramento train a few times and we like yours better. Well done. The actor that sings is really good.	12/13/2022 12:26 PM
30	When the story was read. The enthusiasm of the characters.	12/12/2022 9:06 PM
31	Based off other Polar Express experiences.	12/12/2022 8:28 PM
32	We attend every year. It has been a family tradition with grandparents/parents/grandchildren. This year felt like the inquisition. I was asked 5 times if I belonged in the private car. It was humiliating the way I was asked and questioned about my seating	12/12/2022 7:16 PM
33	I wish I could give a score but we were unable to attend due a snow storm that prevented us from getting there from Reno	12/12/2022 1:35 PM
34	It is an exceptional experience and really well done. The price overall can be a bit high for families, that is the only reason for not a full score of 10.	12/12/2022 12:59 PM
35	entertainment on the train	12/12/2022 9:28 AM
36	How much fun we had as a family.	12/12/2022 7:56 AM
37	The actors on board and the experience they gave	12/12/2022 7:08 AM
38	It's a fun tradition with beautiful scenery. We were disappointed the kids didn't get mugs this year, no "elves" boarded the train, and energy was low.	12/11/2022 10:34 PM
39	It's entertaining, the kids love it, grown ups love it, and it sets the tone for the Christmas season.	12/11/2022 8:31 PM
40	The performance of the characters	12/11/2022 6:37 PM
41	Performance	12/11/2022 6:25 PM
42	The main stuff was prerecorded.	12/11/2022 3:12 PM
43	The decor, the staffing, the experience, the organization, the magic!	12/11/2022 8:44 AM
44	Fun for kids	12/10/2022 7:14 PM
45	The staff members on board the train were wonderful. I can't speak highly enough of them! Every single one was talented, spirited, funny, and high energy. They put on an amazing show while also engaging in a fun way with my children.	12/8/2022 10:28 PM
46	Experience	12/8/2022 9:56 PM
47	My assessment is based upon the friendliness and the cordiality of our host on the train. Believe nature of the Virginia Truckee Railroad roll stock and the spirit of the holidays throughout the cars was a very warm and exciting experience. Who is everything I was hoping for to experience with my family and more!	12/8/2022 6:39 PM
48	The show, excitement from the kids, the performance was wonderful	12/7/2022 10:25 AM
49	The experience	12/6/2022 7:39 AM
50	The different experiences we've had over our 8 years of attending The Polar Express	12/6/2022 7:08 AM
51	Time, money, distance to travel	12/5/2022 10:25 AM

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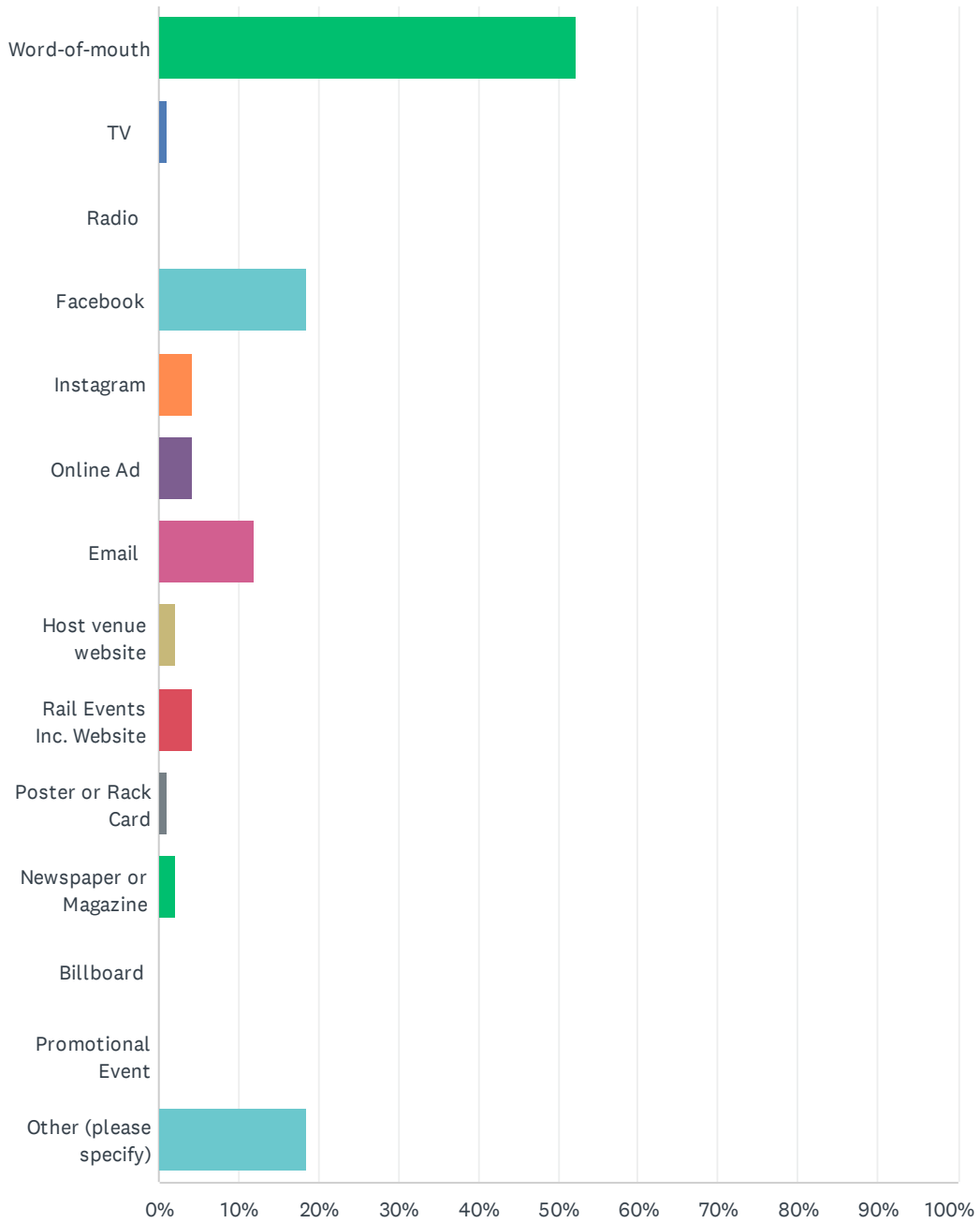
52	Staff created a magical experience	12/4/2022 9:27 PM
53	Interactivity and immersion; quality of customer service; value	12/4/2022 8:40 PM
54	Embracing the story and holiday spirit, making a special memory for our kids, the even stayed on time.	12/4/2022 8:39 PM
55	The train ride experience was so much fun and the kiddos had a blast. The only thing that held me back from a score of 10 is the amount of extremely sick kids on the train. I think there should be some sick policy in place. The people next to us had a young boy who coughed and cried the entire time. He was so incredibly sick. And I have a 5 month old as well as a 2 year old. It gave me a lot of anxiety.	12/4/2022 1:24 PM
56	Overall experience, show, train, characters, santa, timing	12/4/2022 12:36 PM
57	Overall experience	12/4/2022 10:28 AM
58	My child's excitement. The ease of booking, check in and boarding. The fabulous staff on board the train.	12/3/2022 11:24 PM
59	Fun, price for value.	12/3/2022 8:12 PM
60	Nice family event	12/3/2022 7:52 PM
61	It's a fun time for kids & adults	12/3/2022 6:47 PM
62	I compared our experiences from this year to the previous time we attended the event (2019). Entertainment was probably what I thought about the most.	12/3/2022 6:32 PM
63	Staff engagement, energy, overall experience.	12/3/2022 7:25 AM
64	Organized event.. fun for all Ages.. family friendly!!	12/2/2022 7:15 PM
65	Grandkids loved it/ entertainment	12/1/2022 8:47 PM
66	It was my third time on the ride. I absolutely love taking my grand babies	12/1/2022 7:35 PM
67	Quality, enjoyment, great way to enjoy a holiday tradition with family	11/28/2022 10:38 PM
68	Overall experience was wonderful	11/28/2022 9:09 PM
69	Great role players and everyone was friendly	11/28/2022 8:11 PM
70	Experience, interaction	11/28/2022 6:32 PM
71	Very entertaining for the family.	11/28/2022 11:51 AM
72	We had a fabulous experience. From checking in at Will Call to the end of the ride the employees and actors were friendly and professional	11/27/2022 5:45 PM
73	My family enjoys going every year. This year the only thing was the worker in the car we were in was not very entwining.	11/27/2022 12:46 PM
74	Age of friends/children. Train Seating & staff performers	11/27/2022 9:16 AM
75	We had a fantastic time on the Polar Express. Lucy and Reese were amazing and our girls loved dancing with them.	11/26/2022 9:32 PM
76	Staff, length of train ride, family fun, and location	11/26/2022 8:06 PM
77	Fantastic crew and staff, excellent decor, great pre-trip photo ops...entire night was magical	11/26/2022 6:29 PM
78	It was a comfortable ride, super fun and engaging for all ages	11/26/2022 5:27 PM
79	value	11/24/2022 7:48 AM
80	Overall experience and bang for your buck	11/22/2022 8:55 AM
81	We have been for 5 years this being 6 and this year was terrible. All 3 workers in the train did nothing compared to prior years. No dancing, singing, jumping around, reading the book, no kids wearing props for the songs on the way back. Totally disappointed.	11/21/2022 8:37 PM
82	Well thought out, organized, friendly & fun staff	11/21/2022 8:26 PM

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83	The older lady who was part of the your cast/team is totally unprofessional and bossy to the customers including myself and family and the other party on the train. I believe the other cast members had enough of her as well. She sucked the holiday spirit out for us that night.	11/21/2022 6:11 AM
84	We have on the P.E. train ride in three different cities (Jamestown, Sacramento and Carson City). This was our first time at Carson City and there are very unique differences between the three cities. We did have to make a weekend trip of this event, so in the future we would probably only come if we were staying in Reno or Incline, otherwise your staff's attention to the children was incredible. We had our book signed on different trains and they only just put their character's role, but in Carson City each member of your team wrote a sweet personal note.	11/20/2022 6:54 PM
85	The whole experience, Santa was amazing as were the actors on the train. It was such a fun experience. Next year we are going to rent a private car for family and friends	11/20/2022 10:30 AM
86	Overall experience	11/19/2022 11:49 PM
87	Cost/Experience/Wait Time/Friendliness of all those encountered and the consistency with the movie.	11/19/2022 7:11 PM
88	Everything was punctual and all the crews were super energetic and fun.	11/19/2022 1:07 PM
89	Overall experience. My kids had a lot of fun and I thought the experience was quite magical. Sometimes it was difficult to hear or feel a part of the action. I had hoped for more to view outside the windows along the route.	11/19/2022 8:18 AM
90	Enjoyment of the experience	11/18/2022 10:46 PM

Q8 How did you hear about THE POLAR EXPRESS Train Ride?

Answered: 92 Skipped: 1

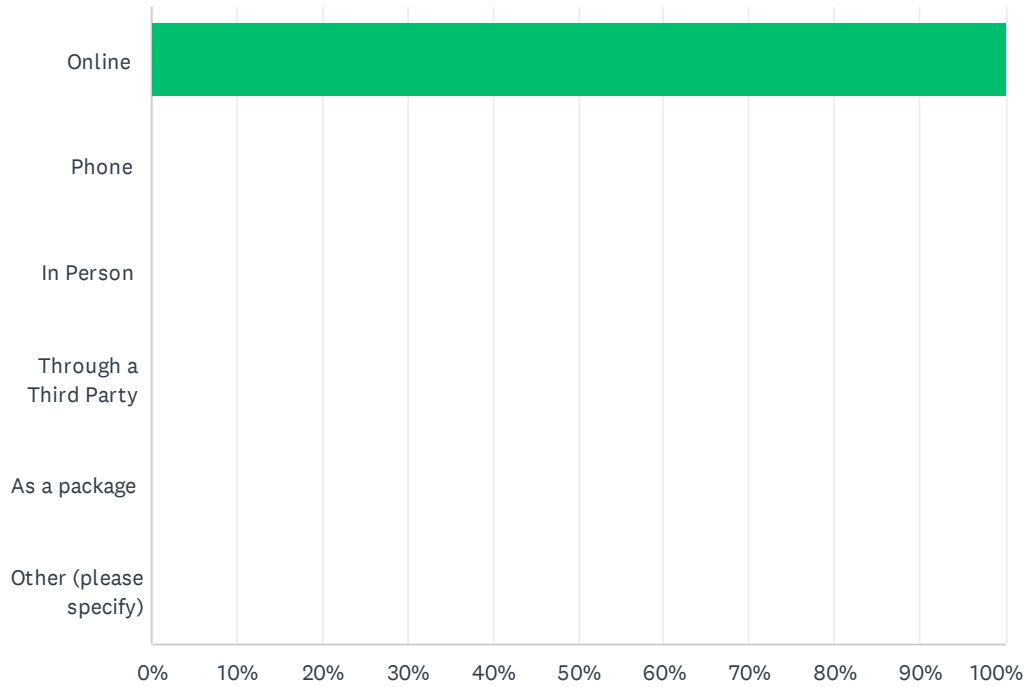


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ANSWER CHOICES	RESPONSES	
Word-of-mouth	52.17%	48
TV	1.09%	1
Radio	0.00%	0
Facebook	18.48%	17
Instagram	4.35%	4
Online Ad	4.35%	4
Email	11.96%	11
Host venue website	2.17%	2
Rail Events Inc. Website	4.35%	4
Poster or Rack Card	1.09%	1
Newspaper or Magazine	2.17%	2
Billboard	0.00%	0
Promotional Event	0.00%	0
Other (please specify)	18.48%	17
Total Respondents: 92		

Q9 How did you book your tickets?

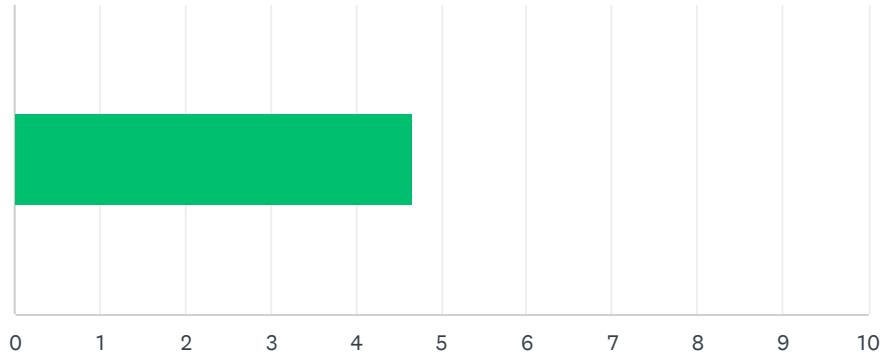
Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Online	100.00%	93
Phone	0.00%	0
In Person	0.00%	0
Through a Third Party	0.00%	0
As a package	0.00%	0
Other (please specify)	0.00%	0
TOTAL		93

Q10 Please rate the ease of your booking experience. 1 Being Poor, 5 Being Excellent.

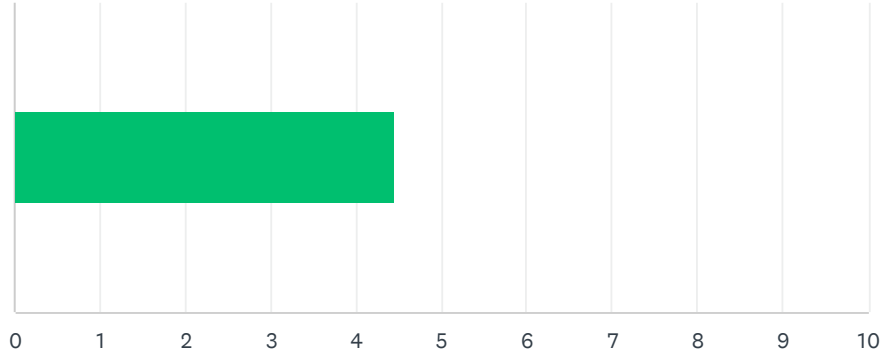
Answered: 93 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	435	93
Total Respondents: 93			

Q11 Please rate the interaction and helpfulness of the staff at this event. 1 Being Poor, 5 Being Excellent.

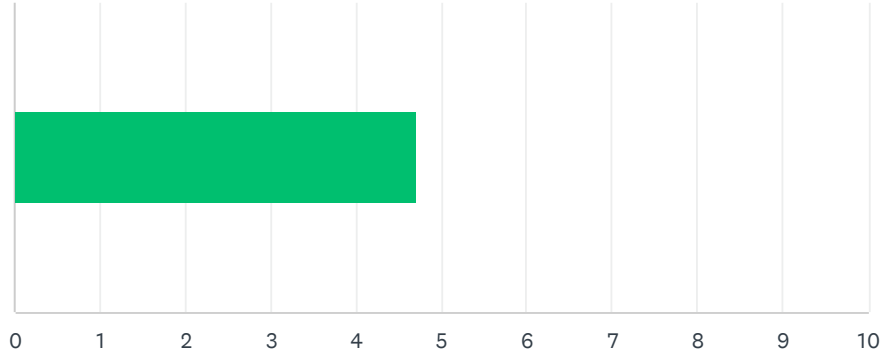
Answered: 90 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	401	90
Total Respondents: 90			

Q12 Please rate the cleanliness of the facilities and train at this event. 1 Being Poor, 5 Being Excellent.

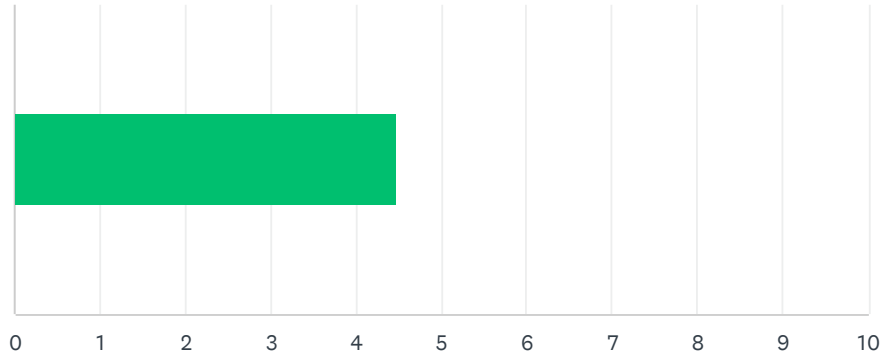
Answered: 91 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	429	91
Total Respondents: 91			

Q13 Please rate your satisfaction with the onboard treat and hot chocolate offered at this location. 1 Being Poor, 5 Being Excellent.

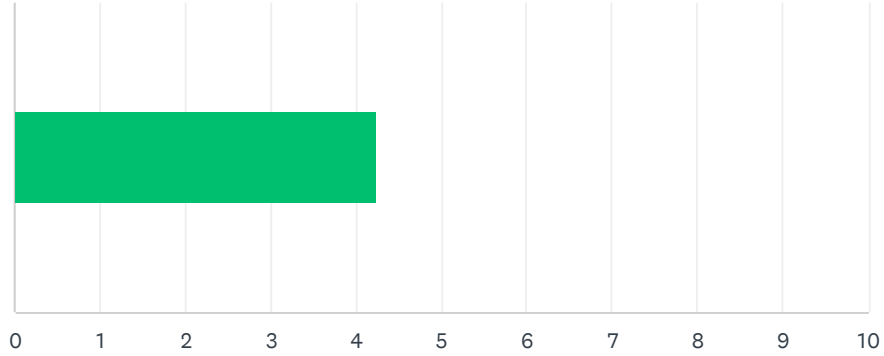
Answered: 92 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	412	92
Total Respondents: 92			

Q14 Please rate the quality of the live entertainment presented during the experience. 1 Being Poor, 5 Being Excellent.

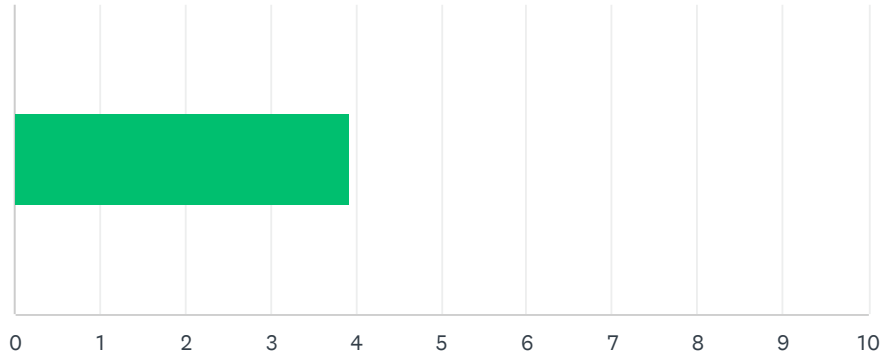
Answered: 92 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	391	92
Total Respondents: 92			

Q15 Please rate your impression of the North Pole at this event. 1 Being Poor, 5 Being Excellent.

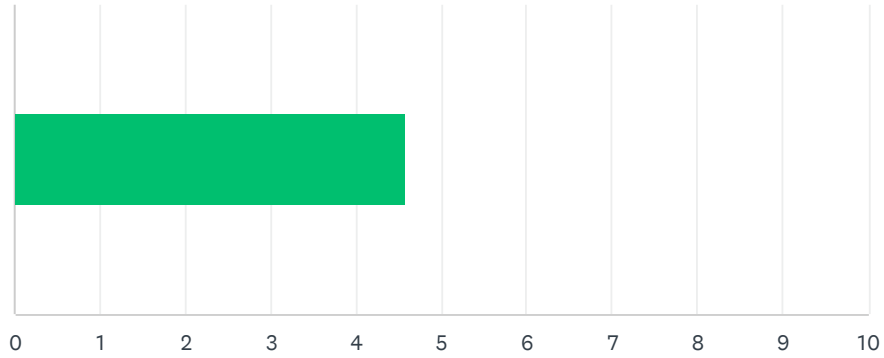
Answered: 92 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	361	92
Total Respondents: 92			

Q16 Please rate your experience with Santa at this event. 1 Being Poor, 5 Being Excellent.

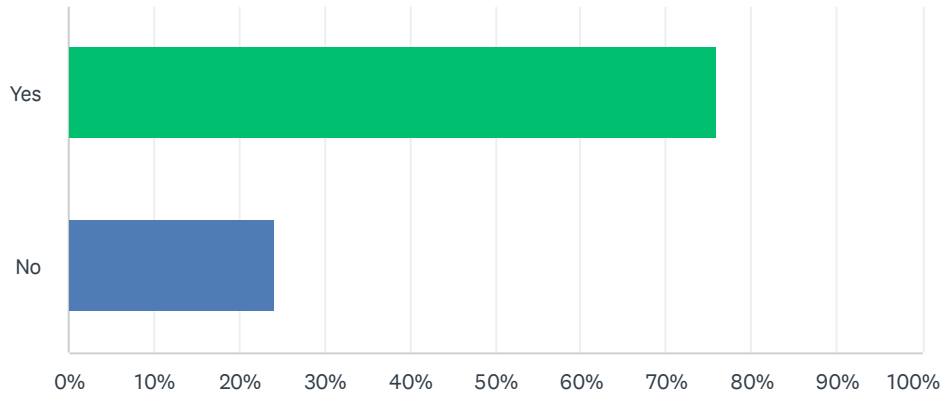
Answered: 92 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	421	92
Total Respondents: 92			

Q17 Do you feel THE POLAR EXPRESS™ Train Ride provided an appropriate experience for the ticket price?

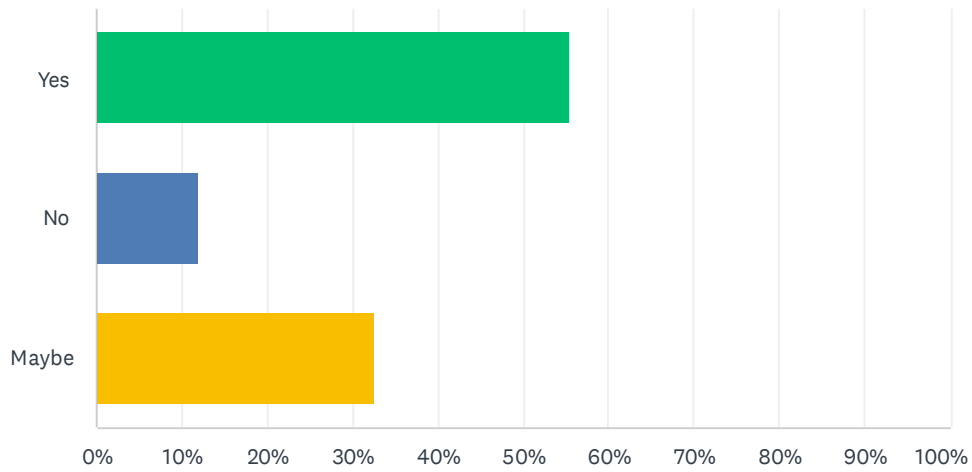
Answered: 91 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	75.82%	69
No	24.18%	22
TOTAL		91

Q18 Do you plan on joining us again at this location next season?

Answered: 92 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	55.43%	51
No	11.96%	11
Maybe	32.61%	30
TOTAL		92

Q19 Are there any other suggestions/comments you would like to offer for THE POLAR EXPRESS Train Ride at this venue?

Answered: 65 Skipped: 28

Q19 Are there any other suggestions/comments you would like to offer for THE POLAR EXPRESS Train Ride at this venue?

Answered: 65 Skipped: 28

#	RESPONSES	DATE
1	One of the bakers in our carriage was so sweet with my 2 year old. He doesn't like cocoa and makes a mess, but likes the idea of saying he has hot chocolate. She got him water in a cup so he could join in the fun. Only suggestion is to bring back the kids joining the cast dancing in the aisles for the songs at the end. That wasn't offered this year in our carriage and the kids love it.	12/25/2022 4:16 PM
2	We arrived early, were first in line for VIP. When we got on the train, we were told that we couldn't sit in the back of the car due to the size of our party (10) due to other passengers already seated in that area. Which we didn't understand, since we were the first on the train. We were disappointed as we preferred to sit at the end of the car.	12/24/2022 9:12 PM
3	None	12/23/2022 5:38 PM
4	Confusing booking info re tables. Written as only 4 at a table or lap under 2. However we saw lots of kids over 3 as lap kids. My husband (grandpa) stayed home because with parents, grandma and 3 year old. We were pretty upset when we got on train.	12/22/2022 8:56 PM
5	Maybe more exterior xmas lights or scenes from the book as the train gets closer to the north pole.	12/22/2022 9:01 AM
6	No	12/21/2022 10:00 PM
7	You need to expand this incredible Polar Express experience to more locations and bring this magical event to every State. Every child would love to experience this magical event. This was an incredible experience for our family. The conductor was hands down the BEST! And Santa was the REAL DEAL!	12/21/2022 6:30 PM
8	The individual attention was really nice. Charging for parking was a little weird.	12/21/2022 5:51 PM
9	There need to be more restrooms at the station. When our train got back there were many small children needing to use the restroom urgently. But the restrooms were already all full with guests who were waiting to board the next train. See above comment for suggestion on the chair set up in the VIP area.	12/19/2022 7:37 PM
10	The cost of the ticket will likely deter us from doing this on an annual basis.	12/19/2022 6:49 PM
11	It's already amazing!	12/19/2022 10:59 AM
12	This event made us feel like Christmas was here. In the VIP table car. The girl who said her name was Jingle did a great job on The Russian dance and getting people to dance.	12/19/2022 5:40 AM
13	At the North Pole, I realize there can only be one sleigh but the other side of the train needs something interactive for customers to see.	12/18/2022 10:16 PM
14	Thank you for an amazing memory for our kids.	12/18/2022 6:53 PM
15	The only critique my family had would be amazing if the train could travel a bit faster and go farther. I'm sure you have your reasons why you do it the way you do though. Also if Santa had a bit more time with the kids but I know too that would be difficult given that he only has about 25 minutes to get through all of them. Nonetheless, I just want you to know my family had an AMAZING time and my 8 year old daughter said out of 1-10 it was a 20!	12/18/2022 10:26 AM
16	I think the North Pole should be decorated evenly on both sides of the train and have dancing elves on both sides. Otherwise I'd say everything was perfect!	12/18/2022 6:29 AM
17	Seating should be first come, first serve within the cars, so that those who arrived earliest and got to the front of the boarding line can choose wherever in the car they'd like to sit. One side	12/17/2022 7:22 PM

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of the North Pole is much cuter, and it's unfair to seat passengers at random once aboard the train as opposed to in order of arrival.

18	Make the price more reasonable especially for parties over 4.	12/17/2022 5:31 PM
19	Maybe the bell could not say made in China on it? Kinda takes away from the Santa's workshop feel	12/16/2022 9:16 PM
20	Lower the price a bit	12/16/2022 8:40 PM
21	We have now gone for 7 yrs in the vip section. The hot chocolate and cookies keep getting cheaper and cheaper. It's sad because it's a big part of the experience for the kids. For the cost of the experience it is rather disappointing.	12/16/2022 11:22 AM
22	It's unfortunate that families with an odd number of members had to purchase entire benches verses seats with they put young children on their laps. I understand paying for the lap child as a regular ticket but not paying for an entire bench which was then given to another family once the train had been boarded. If the additional benches were paid for the seat should have remained empty. I hope the family placed in the empty bench was gifted the seat or given to a family for free who couldn't afford it. I hate the think the stand by family paid to sit in the benches that other families paid for. That would mean double selling seats.	12/15/2022 9:52 PM
23	YES, WHEN A FAMILY IS SECOND IN LINE IN VIP SEAT THEM ACCORDINGLY. DO NOT DISCRIMINATE.	12/15/2022 8:01 PM
24	The hot chocolate was the perfect temperature. Impressive!	12/13/2022 12:26 PM
25	I brought my son and his family. The whole experience brought back my childhood. Thank you for such an enjoyable evening.	12/12/2022 9:06 PM
26	Anyone who comes, adult or kid, should get a bell... Audio was hard to hear. Programs with words to Christmas songs would be great! 12 days of Xmas with each row being a different day and having to be the loudest is always fun too! Actors, conductor were great! North Pole was fun! And I loved the small size of the event. Just the right amount of people in each car. Great job for a small train company!	12/12/2022 8:28 PM
27	We love the Polar Express. We go every year. This was the first time we were questioned about our seats/ made to feel like we were sneaking into a venue we didn't pay for. It was humiliating. Hopefully you will correct the problem.	12/12/2022 7:16 PM
28	the 2 elves were bickering at first as I'm sure it was supposed to be friendly, however it turned into yelling at each other as well as 2 of my family members getting hit with the sticks in the head they were doing their tricks with. They got out of hand with their fighting and it was in appropriate. In the past 8 years of us attending there have always been singing and interaction and laughter and fun. It wasn't this way at all this year. I was a bit disappointed. There were 11 in our group this year and the 2 extra we brought along said they would not attend again because it was so different than what we told them. I pray next year it will be as it once was.	12/12/2022 9:28 AM
29	We loved how enthusiastic and interactive the cast members were	12/12/2022 7:56 AM
30	I emailed the director with our frustrations of this years event. We love this event and think it's such an amazing part of our community. Hoping the complaints are taken as something to remedy for future. Thank you	12/12/2022 7:08 AM
31	We were disappointed the kids didn't get mugs this year, no "elves" boarded the train, and energy was low. Cookies were unnecessarily large - would prefer candy canes! My daughter said "I think the north pole was fake. Looked like pop-up houses." Im only giving the negatives to help improve the experience. Thank you for the fun memories! We had a wonderful time.	12/11/2022 10:34 PM
32	We honestly thought their would be more of a performance. We were a little disappointed in that aspect.	12/11/2022 6:25 PM
33	It felt very amateur	12/11/2022 3:12 PM
34	It was fantastic! Loved how the train depot was decorated too!	12/11/2022 8:44 AM
35	I've already spoken to how wonderful the on board staff were. I'd like to also point out the staff at the train station. Every staff I encountered was friendly and helpful.	12/8/2022 10:28 PM
36	This year was nothing like those of the past. The "actors" were extremely unprofessional, could	12/8/2022 9:56 PM

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not hear the story and could not wait for it to end.

37	I would like to commend everybody that's affiliated with the Virginia Truckee Railroad association and all of the staff involved with the creation of this heartwarming and extremely meaningful experience for all. It was a very moving experience for one person in my party, my wife. For 40 years as an elementary school teacher, she would every Christmas read The Polar Express to her children. At the end of this wonderful story of believing and Hope that Christmas is, she would give the children a personally engraved silver bells so that they would believe in the spirit of Christmas. As we left the depo and the music began , she sang along with every song that was played with your characters and staff. She cried most of the time with tears of joy and memories of her children and what the holidays meant to her as a teacher. I want to thank all of you from the bottom of my heart for bringing those memories of my wife's classroom and her children back! I will never forget this experience. Thank you so much!!	12/8/2022 6:39 PM
38	None	12/6/2022 7:39 AM
39	My kids had a great time, but the cost is a lot for what it is. Also, my daughter was a little disappointed with Santa. They had made an announcement beforehand for the kids to tell Santa what they wanted for Christmas. My daughter prepared what she was going to say. However, Santa only visited us for less than 30 seconds—just enough time to take a picture and leave. I totally get that he has to make his way to see everyone, but my daughter could have told him her wish list in under 10 seconds. If he doesn't have time to talk to the kids (which, again, I get), I would recommend that they not announce that kids will get to speak with him.	12/5/2022 10:25 AM
40	The music was a little loud but everything was amazing :)	12/4/2022 9:27 PM
41	Just what I noted above!	12/4/2022 1:24 PM
42	The only thing my husband and I didn't like was the hot chocolate. It was just an instant hot chocolate and hot chocolate is such a big part of the Polar Express that the hot chocolate should be amazing and it was meh. The temperature was good the flavor just wasn't there.	12/4/2022 12:36 PM
43	I feel the experience with the "deluxe" ticket was identical to the experience for the Coach ticket and was significantly more money.	12/4/2022 10:28 AM
44	Our family had an absolute blast and my child was so excited from start to finish. From dancing in the aisles to waving hysterically at the North Pole there was an ever present twinkle in my child's eye and would like to thank the staff more making that possible. The best event we've been to as a family by far, THANK YOU.	12/3/2022 11:24 PM
45	Appreciated the additional signage to guide you to the depo this year. The mug was a nice addition too. Much better than last years cups! Great job!	12/3/2022 8:12 PM
46	My only suggestions are to list what each level of ticket offers ie: last year my basic ticket had the Souvenir mug and bag included and this year my table tickets did not, and had I known that I would have chosen different tickets. Also the car I was in last year had heaters blasting and this year there wasn't, so maybe an additional heater. Otherwise great and will still return next year.	12/3/2022 6:47 PM
47	I was hesitant to attend again after 2019 experience (VIP car-did not feel like a VIP experience in 2019). This year was far better entertainment. The hot Chocolate was actually hot. The cookie was tasty both years. We rode coach benches this year. I was nervous we would not be able to sit together as a family. (In 2019 we were the first to arrive at the depot and probably close to the last to board as we were pushed and shoved by others and I have a child with disabilities so it was difficult. It would have been more comforting to be able to select benches so the families can be together. When we boarded this year, the conductor was guiding people to benches loading from one end to the other so it was a huge relief! We really enjoyed ourselves and hope to attend again next year. Thank you! (We were on the Carson car-thank you to all of the performers and people behind the scenes. It was lovely!	12/3/2022 6:32 PM
48	The only negative experience was when being seated on the train, we asked to sit on a certain side because we had small children and wanted them to have the full experience, the older female staff member refused to accommodate and was snarky in her response. The seat we would have had was given to two older males that ignored the show because they were watching out the other side. Our kids said they were sad because they could not see the dancing elves and sleigh. It showed very little consideration for the kids and one would guess that should be the focus of the ride. The blanket statement "there are things on both sides" (as	12/3/2022 7:25 AM

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stated by the staff member) is insulting to parents that know the truth and want to give their kids the best experience possible. It was very dismissive and frustrating. All of the rest of the staff and interactions were wonderful and it was an excellent show.

49	Thank you! Thank you!! Such wonderful but subtle improvements.. the cup holders, so many more cast members!! It was incredible before but extraordinary now!	12/2/2022 7:15 PM
50	No. It was excellent, as usual.	12/1/2022 7:35 PM
51	This is our 8th year - it would have been 9 except for the COVID cancellation. It's a wonderful start to our holiday season.	11/28/2022 10:38 PM
52	We thoroughly enjoyed our experience	11/28/2022 9:09 PM
53	In the past the helper were more entertained than this year.	11/27/2022 12:46 PM
54	Appreciated the paper cup liner in the comemratvive mug so there no concern of dealing with the wet/dirty mug	11/26/2022 6:29 PM
55	I know at least 25 people who wanted to attend but the event was sold out. If at all possible a few more nights or rides would be awesome	11/26/2022 5:27 PM
56	The tickets are too expensive for what you receive. The staff was excellent, are the children volunteers?? or are they paid employees?	11/24/2022 7:48 AM
57	Nope. It was awesome	11/22/2022 8:55 AM
58	Get people who want to interact with the kids and event. All 3 people in our train were AWFUL	11/21/2022 8:37 PM
59	Alcohol sales for the parents? Maybe? Lol	11/21/2022 8:26 PM
60	Your staff especially the above mentioned experience.	11/21/2022 6:11 AM
61	You have a wonderful team, the Carson City train is a wonderful experience. Our family probably will not come again because we are so far.	11/20/2022 6:54 PM
62	I don't know how you got the REAL Santa on the train but he was everything. Can't wait to see him again next year	11/20/2022 10:30 AM
63	Thank you for a magical experience!	11/19/2022 11:49 PM
64	We were in a group of 6, and due to how we had to be seated we couldn't be beside each other. We did ask the people across from us to change seatings with those in our group, and they did, but most ppl together will want to be across from each other. The audio wasn't always the best, and therefore not understandable.	11/19/2022 7:11 PM
65	Better cookies :-)	11/19/2022 1:07 PM