



ORIENT-EXPRESS HOTELS
TRAINS & CRUISES

PULLMAN MANUAL

PART I – THE TRAIN

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INTRODUCTION

The British Pullman carriages form the London-Folkestone-London section of the Venice Simplon-Orient-Express and were once part of world famous trains like the “Golden Arrow” and the “Brighton Belle”. The elegant interiors have been painstakingly refurbished using original materials wherever possible, thus maintaining the historic authenticity and atmosphere of the carriages.

In addition to carrying passengers between London and the Channel ports to connect with the continental service of the Venice Simplon-Orient-Express, the British Pullman train operates a successful programme of day excursions and weekend breaks throughout Britain and is regularly chartered by clients looking for a special day out.

HISTORY

The American, George Mortimer Pullman started luxury train travel when he built the “Pioneer” in 1864 in the USA. Following his visit to England, the Pullman Palace Car Company was formed in 1882 and started its domination of luxury train travel in Britain. In 1881 the Pullman Limited Express became the first all-Pullman train in Europe running from London to Brighton. By 1913 there were five daily boat trains in each direction including eleven Pullman coaches.

After the First World War boat trains started again and by 1924 there was an all-Pullman service from Victoria to Dover. 1929 the Golden Arrow commenced operation, identified by the large arrows on the engines and on the sides of the carriages. In 1934 the Pullman Limited Express was renamed the “Brighton Belle”. The 20s and 30s were the heyday of luxury train travel. The carriages built in that period were the most comfortable, elegant and luxurious ever constructed.

1936 the introduction of the Night Ferry provided another way to reach Paris from London. Specially constructed Wagons-Lits carriages could be transferred across the Channel by custom-built train-ferries. This very successful service was the only one that transported passenger coaches across the Channel. It eventually ended in 1980.

Cross Channel services were interrupted by World War II, and many carriages were damaged or destroyed during the war. Although the services recommenced operation after the war the cheapness of air travel compared to rail journeys triggered the decline of luxury train travel. In 1961 the last steam-hauled journey of the Golden Arrow took place and in 1972 the service was ended entirely.

In October 1977 James Sherwood bought two Orient Express sleepers built in the 1920s at a Sotheby’s sale in Monte Carlo and started the restoration of the Venice Simplon-Orient-Express service. It was originally planned to take the English Pullman carriages across the Channel on a train ferry and join the continental rake of sleeping cars for the overnight journey to Venice. Unfortunately, it was not possible to use the Pullmans on the continent. The gauge of the railway track is the same, but the brakes, buffers, bogies and vestibules are all different from those required by the continental railway authorities.

Seven Pullmans and two baggage cars were originally restored. Subsequently “Ione” joined the rake in 1982, “Lucille” in 1986, and “Vera” in 1990, followed by “Gwen” in 1999.

The inaugural journey of the Venice Simplon-Orient-Express from London to Venice took place on 25 May 1982. Victoria station was packed with people in 1920s costume, photographers, press and TV crew. Later that year a programme of day excursions throughout Britain was created and now the British Pullman train is almost in daily use throughout the year.

(For more detail, please refer to “Pullmans of the Orient-Express” by Dr Shirley Sherwood)

HISTORY OF THE PULLMAN CARS

Audrey

First class kitchen car, 20 seats, built 1932 by Metropolitan Cammell Carriage and Wagon Co. Ltd. for the Brighton Belle. Damaged 1940 by air raid at Victoria Station. Repaired and rejoined Brighton Belle 1947.

Carried the Queen, the Queen Mother and H.R.H. Prince Philip the Duke of Edinburgh to review the Fleet in 1953. Transported the Queen on her visit to Sussex University 1964. Acquired from D.S. Lowther 1980. Decoration – marquetry landscape panels and Art Deco strips lights.

Cygnus

First class parlour car, 26 seats, construction commenced 1938 but completion deferred until 1951 due to war. Builders were Birmingham Railway Carriage and Wagon Co. Used in the special Festival of Britain rake in 1951; reserved for use by Royalty and visiting Heads of State; made last journey of golden Arrow 1972. Acquired from North Yorkshire Moors Railway 1977. Decoration - Australian walnut panels, mirrors and old prints.

Gwen

First class kitchen car, 20 seats, built 1932 by Metropolitan Cammell Carriage and Wagon Co. Ltd for the Brighton Belle. In 1948 was used, with sister car Mona, to convey H.M. Queen Elizabeth (later the Queen Mother) to Brighton. Brighton Belle service withdrawn in 1972. Preserved as a restaurant at The Horseless Carriage, Chingford, Essex, and later at the Colne Valley Railway, Castle Hedingham, Essex. Acquired by VSOE in 1988 and joined British Pullman Train in 1999. Decoration - Pearwood shell motif on English Walnut.

Ibis

First class kitchen car, 20 seats, built 1925 by Birmingham Railway Carriage & Wagon Co. Sold to La Compagnie Internationale des Wagons-Lits et des Grands Express Européen for service in Italy. Purchased by the Pullman Car Company Ltd. in 1928 and returned to Britain for Golden Arrow service. Entered Cunard boat train service between Victoria and Southampton 1952. Retired 1968. Acquired from the Birmingham Railway Museum 1981. Decoration – Greek dancing girls marquetry.

Ione

First class kitchen car, 20 seats, built 1928 by Metropolitan Cammell Carriage and Wagon Co. Ltd. for the Queen of Scots Pullman. Ocean Liner services to Plymouth or Southampton and Bournemouth Belle 1929-1939. Queen of Scots 1948-1954, 1960-1964. Golden Arrow, Yorkshire and South Wales Pullman 1954-1960. On the high speed Talisman route (880 miles per day) 1964-1968. Retired 1968. Acquired from the Birmingham Railway Museum 1981. Decoration --burr wood panels and Victorian frieze.

Lucille

First class parlour car, 24 seats, built 1928 by Metropolitan Cammell Carriage and Wagon Co. Ltd for the Queen of Scots Pullman of the London and North Eastern Railway. Transferred to Southern Region in 1963 and ran in Bournemouth Belle 1963-1967. Preserved by Mr E. Lewis-Evans at the South Eastern Steam Centre, Ashford 1968-1984. Acquired in 1985. Decoration – Grecian urn design on green dyed holly wood.

Minerva

First class parlour car, 26 seats, built 1927 by Midland Railway Carriage and Wagon Co. Ltd. Devon Belle 1947-1951. Used in the special Festival of Britain rake 1951. Golden Arrow 1951-1961. Acquired from Lytham Creek Railway Museum 1981. Decoration – Edwardian-type marquetry.

Perseus

First class parlour car, 26 seats, construction commenced 1938 but completion deferred until 1951 due to war. Builders were Birmingham Railway Carriage and Wagon Co. Used in the special Festival of Britain rake State; used in Winston Churchill's funeral train 19665; made last journey of Golden Arrow 1972. Acquired from North Yorkshire Moors Railway 1977. Decoration – ash panels and old prints.

Phoenix

First class parlour car, 26 seats, built 1927 by Metropolitan Cammell Carriage and Wagon Co. Ltd. Named Rainbow. Burned Micheldever, England 1936. Rebuilt 1952 by Preston Park Works, Brighton, and appropriately renamed Phoenix. Favourite carriage of Queen Elizabeth The Queen Mother: used by General de Gaulle and visiting Heads of State; made last journey of Golden Arrow 1972. Became stationary restaurant in Lyon, France 1973. Acquired 1980. Decoration – oval frames of marquetry flowers on American cherry wood.

Vera

First class kitchen car, 20 seats, built 1932 by Metropolitan Cammell Carriage and Wagon Co. Ltd for the Brighton Belle. Always paired with Audrey as a two car unit. Directly hit in an air raid at Victoria Station in 1940. Roof extensively repaired, rejoined Brighton Belle in 1947. Used by Royalty to review the Fleet in 1953 and for Prince Charles' and Princess Anne's first trip on an electric train in 1954. Brighton Belle service withdrawn in 1972. Preserved as a garden house in Suffolk. Acquired in 1985 and joined the British Pullman train in 1990. Decoration – marquetry antelope leaping between palm trees.

Zena

First class parlour car, 24 seats, built 1928 by Metropolitan Cammell Carriage and Wagon Co. Ltd. Bournemouth Belle 1929-1946. Queen of Scots and Yorkshire Pullman 1946-1955. Golden Arrow 195-1960. Queen of Scots 1960-1961. Tees-Tyne Pullman 1961-1965. Used in film "Agatha" about Agatha Christie 1976. Acquired from T. Robinson 1979. Decoration – Art Deco marquetry.

Baggage Car No. 8

Scenery van, built 1958 by British Railways, Southern Region to convey scenery for Opera companies touring Europe. Fitted with special anchor points to allow passage on cross-Channel train ferry. Out of use by 1975. Acquired from British Rail 1987.

BRITISH PULLMAN

TECHNICAL OVERVIEW

Total no. carriages	13
Length	240 m, excl locomotive (25m)
Weight	456 tonnes (excl passengers, crew and baggage)
Carriages	Width: 2.730 m widest Car body length: 19.812 m Length incl couplers: 20.878 m
Access Widths	Main Door: 600 mm Corridors: (Wheelchair access) 410 mm
Maximum speed:	75 mph
Engineering	Restoration carried out at Carnforth in a purpose built workshop. New braking system, new buffers and modern electrical equipment and heating fitted. Lavatories upgraded with marble washbasins wooden panelling.
Interior Design	The original marquetry designs were restored by skilled craftsmen headed by Bob Dunn. Marjorie Knowles created mosaic lavatory floors with a design depicting the name of each car for most cars.
Exterior	Painted in Pullman livery of 1930s – cream and umber. Carriage names painted in gold on the side of each car.

BRITISH PULLMAN

Decoration

Audrey	Marquetry landscape panels, Art Deco strip lights.
Cygnus	Mahogany panels, mirrors, old prints.
Gwen	Pearwood shell motif on English walnut.
Ibis	Greek dancing girls marquetry.
Ione	Yew panels, Victorian frieze.
Lucille	Classic Grecian urns of green holly veneer.
Minerva	Edwardian-type marquetry.
Perseus	Ash panels, old prints.
Phoenix	Oval frames of marquetry flowers designed by Waring & Gillow.
Vera	Leaping gazelle and palm trees in veneer.
Zena	Art Deco marquetry.





On board supplies

China:	Modified 1820s English design with VSOE logo fitted into brown coloured scrollwork. Produced by Wedgwood, Ginori and Limoges.
Crystal:	Designed by Gerard Gallet. The glasses are specially designed to have heavy bases to avoid spills.
Silverware:	Based on a pattern originally designed for Wagons-Lits in 1903.
Table linen:	White damask specially woven with VSOE logo.
Lamps	Cast at Best & Lloyd in Birmingham, England, using original moulds. Shades made of pleated silk.
Chairs	Made and upholstered in Yorkshire. Original designs copied by Gillian Drury. Fabrics mostly made by British Replin, Ayr.

Each article selected exemplifies typical Orient-Express quality and attention to detail.

BRITISH PULLMAN

SUMMARY SHEET

British Pullman	
	<p>The Train</p> <ul style="list-style-type: none"> ▪ Capacity 226 passengers ▪ 10 dining cars seat 20, 24, 26 people
	<p>Carriages</p> <ul style="list-style-type: none"> ▪ Tables for 1, 2, 3 people in open car ▪ Tables for 4 people in “coupés”
	<p>Service</p> <ul style="list-style-type: none"> ▪ Meals served in one sitting ▪ Table d’hôte menu included in fare ▪ Drinks package varies from trip to trip: example 1 glass champagne or Bellini plus ½ bottle wine per person ▪ Additional drinks available through Steward ▪ On board pricing in UK Sterling ▪ Smoking is not permitted ▪ Minimum dress requirements: Smart casual (day) jacket and tie (eve) for men.
	<p>Routes</p> <ul style="list-style-type: none"> ▪ Range of day excursions to cities, castles, country houses, gardens ▪ Sporting and special events ▪ Dining excursions ▪ Weekends ▪ Part of the VSOE service from London.

BRITISH PULLMAN

THE TRAIN



At its maximum length of 13 carriages*, the Pullman train is approximately 240m long and consists of:

- 10 carriage / parlour cars (5 of which are kitchen cars)
- 2 service/baggage car

* However, for the foreseeable future at least one car is out for maintenance purposes.

Each carriage has a unique name, decor and history, eg Minerva has Edwardian-type marquetry and Zena was used in the film 'Agatha' about Agatha Christie (1976). (See History)



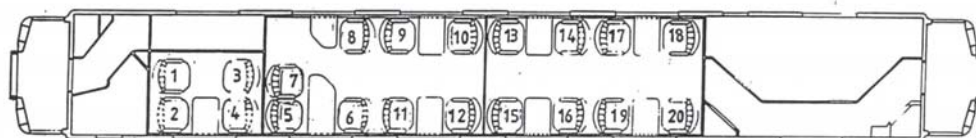
All accommodation is a seat at a table. Seating in the carriages is mostly in the open car at tables for two. There is a limited number of single tables and of tables for three persons in the open car. Coupé's (private compartments) seat up to four people and are located at the end of each carriage.

Pullman carriages are identified by a carriage name, eg Cygnus, and the seats by number. A passenger's seat assignment is therefore a carriage name and seat number, eg Cygnus 20.

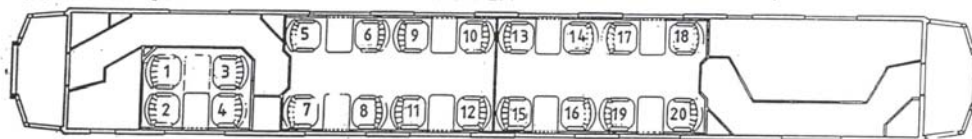
BRITISH PULLMAN

Carriages are laid out in one of four configurations of seats. WCs are located at the ends of each 24 or 26 seat carriage.

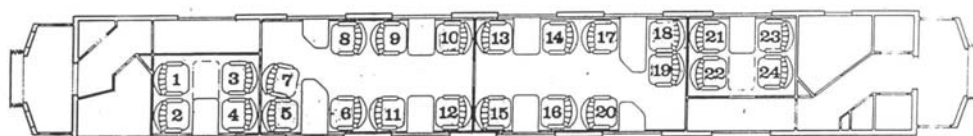
20 seats (3 & 1): Ibis, Ione



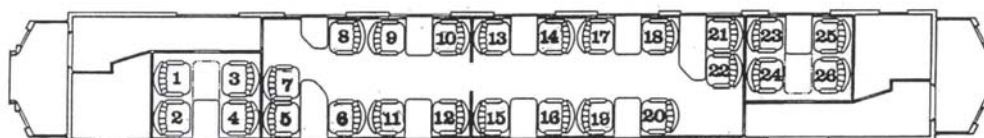
20 seats: (2 & 2) Audrey, Gwen, Vera



24 seats: (3 & 1) Lucille, Zena



26 seats: (3 & 1) Cygnus, Minerva, Perseus, Phoenix



CHANNEL CROSSING

Passengers departing from or ending their journey in London will cross the English Channel using the **Eurotunnel** service. <http://www.eurotunnel.com/ukcP3Main>

On disembarking the Orient-Express passengers are greeted by uniformed Orient-Express hostesses who escort them on the coach journey to the Eurotunnel terminal and onto the shuttle train.

Eurotunnel Facilities

Both Passenger Terminal Buildings offer restaurants, toilets, Bureau de change desks, information points, disabled facilities and various retail outlets.

Border controls

Because of the unique way that Eurotunnel operates, there are one stop border controls. All checks are completed before boarding and therefore you drive straight from the shuttle onto the autoroute or motorway. There are no border controls upon leaving either of Eurotunnel's terminals



Eurotunnel carriages

Passengers may sit back and relax, or get out and stretch their legs. The journey only takes 35 minutes. Eurotunnel carriages are bright and fully air-conditioned. There are toilet facilities on board and visual display screens to keep passengers up to date with the journey's progress.

For safety reasons, smoking is not allowed as it interferes with the fire detection system.

Route

Southbound: London → Folkestone → Cheriton → Tunnel → Coquelles → Calais Ville

Northbound: Paris → Calais → Coquelles → Tunnel → Cheriton → Folkestone → London

PRE-DEPARTURE INFORMATION

BEFORE YOU TRAVEL

Advance Confirmation

48 hours prior to departure passengers should confirm the departure time with the VSOE office because it may vary from the time printed on the ticket.

The office is open from Monday - Friday during normal business hours.

London Reservations (0830-1800)	Tel: ++ 44 (0)845 077 2222 Fax: ++ 44 (0)20 7805 5908
Recorded message with timings:	Tel: ++44 (0)20 7805 5099
For international dialling the first 0 should be omitted from the area code, eg 44 20	

Check-in

The British Pullman train generally departs from London Victoria Station - Platform 2. (Trips departing from any other London mainline station will be advised individually.) Certain excursions depart from other cities. Since some cities have more than one railway station, below is a general list of relevant stations. Please check with the Fact Sheet or Itinerary relating to the particular departure for more specific information.

We ask passengers to check-in at least **15 minutes** prior to departure. This allows staff to complete the check-in formalities. Boarding takes place between 10-15 minutes prior to departure.

City	Station
London	Victoria Station, Platform 2
Exeter	Exeter St Davids
Plymouth	Plymouth
Milton Keynes	Milton Keynes

BRITISH PULLMAN

Children

British Pullman excursions are planned to maximise the enjoyment of the scenery while fine food, champagne and wine are served at your table. This relaxed atmosphere is not best suited for children.

Extras

Special gifts of flowers, fruit, cakes etc can be arranged for delivery onboard, but must be arranged and paid for in advance. Details must be advised at time of booking. Current prices are shown in Section 8.

Holiday Insurance

It is strongly recommended that passengers take out adequate insurance in respect of their journey or holiday as soon as it is booked.

Requests

Seats are assigned in advance of check-in and confirmed to the passenger at the station. Any specific requests should be notified to London at least one week in advance and will be met where possible, but cannot be guaranteed. Please note, on some occasions passengers may be required to share a “coupé” (table for 4).

BRITISH PULLMAN

ON BOARD SERVICES

Currency on board

Pricing on board is in Sterling. It is recommended that passengers have a small amount of Sterling for on board purchases. The following methods of payment can be used on board.

Cash:	UK Sterling
Personal cheques:	Sterling cheques with a guarantee card.
Credit cards:	American Express Diners Club Mastercard JCB Visa
Debit Cards:	Switch Solo Delta
Travellers cheques:	Accepted

Disabled Passengers

The British Pullman can accommodate passengers with slight walking difficulties, but it is recommended an able-bodied person escorts them. These details must be supplied at the time of booking. Wheelchairs cannot be used on board but can be stored in the vestibules. **Please ensure any special requirements are included in the booking details.**

Most excursions include a coach transfer and passengers need to be able to get on and off a coach. Walking tours and sporting events may not be suitable for passengers who cannot walk reasonable distances.

Dress

Smart daywear is appropriate. Passengers are requested not to wear T-shirts or jeans. Many off-train excursions are outdoors and passengers should take this into account when planning what to wear, eg suitable footwear and raincoats. For Royal Ascot, passengers may prefer to wear more formal attire.

BRITISH PULLMAN

Drinks

A drinks package is included per meal for each trip. The content of the package varies from trip to trip. The Fact Sheets provide specific details. Additional drinks may be purchased from the extensive drinks list. See example at the end of this section.

Electricity

The electricity on the Pullman runs at 24v DC and is not suitable for customer's own electrical equipment.

First Aid

A first aid kit is carried on board for emergency use. If it becomes apparent that a doctor is required, the Train Manager will arrange for the passenger to alight at the next station, to enable medical treatment to be administered off board.

Gratuities

Gratuities are at the passengers' discretion.

Meals

The table d'hôte menu is included in the fare. The menu combination depends on the journey, for example a day excursion to Bath provides brunch on the outward journey and dinner on the return. The Fact Sheets provide specific details. There is one sitting for the meal service.

Menus

The menus are set for the season and reflect the region of the journey destination.

Mobile Phones

For the comfort of fellow passengers we discourage the use of mobile phones in the restaurant cars.

Smoking

VSOE operate a no smoking policy on board the British Pullman.

BRITISH PULLMAN

Staff

There are 20 members of on board staff. English is the main language.

Train Manager: The Train Manager is on board throughout the journey and is responsible for all passenger services aboard the train. Passengers who wish to speak to the Train Manager should ask their steward who will contact him.

Head Chef: The Head Chef is responsible for creating the menus and supervising all work in the train kitchens.

Steward: There are two Stewards responsible for each carriage. They see the passengers to their seats and serve the meals on board as well as any extra drinks ordered.