



Great Smoky Mountains Railroad Updated Response to COVID-19

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Bryson City, NC – Great Smoky Mountains Railroad (GSMR) has continued to follow the rapidly developing concerns and threats due to the impact of COVID-19. As it continues to spread, it is important that we follow the current guidance and recommendations from our state and national officials. Our top priority remains the safeguard of our visitors, employees, and community.

GSMR will extend the current suspension of passenger train operations until May 1, 2020 or until further notice. This also includes our model train museum and retail store.

We will continue in providing clear options to offer the best customer service and booking flexibility. Guests who currently hold reservations will be notified with the option of rescheduling or cancellation. For all reservations effected by this suspension we will continue waiving all fees.

Guests may also call our reservations line at 1-800-872-4681 between the hours of 9AM to 5:00PM EST or email us at customer-service@gsmr.com. Calls and emails will be answered in the order they are received. Please remain patient with us as our call and email volume will increase.

At this time, we are not announcing any cancellation of service beyond May 1, 2020 as we remain hopeful to see the return of our busy 2020 railroad season very soon. However, as the situation changes and new information becomes available our timeline may be altered and we will continue communicating as quickly as possible.