

# FREQUENTLY ASKED QUESTIONS

## ● **Can I bring my dog?**

The East Lancashire Railway welcomes dogs of all descriptions on most services, as long as they are kept on a lead, and even better: your four legged friends travel for free! Unfortunately only assistance dogs are permitted on the Dining Services and certain special event trains (due to overcrowding).

## ● **How do I book my Activity Superstore voucher?**

You need to activate your voucher through the Activity Superstore Portal ([link](#)). Choose a standard/non-event day and turn up to the railway! We will then exchange your voucher for two all day tickets.

## ● **Which engine is running?**

You can find a full locomotive roster on our [website](#) that is updated on a regular basis. Whilst we endeavour to ensure this information is as accurate as possible, any locos listed are subject to change. For up-to-the-minute updates please keep an eye on our [Facebook](#) and [Twitter](#) pages.

## ● **I've applied to be a member but heard nothing back?**

If you are trying to get in touch with the Preservation Society regarding membership please contact [membership@eastlancsrailway.co.uk](mailto:membership@eastlancsrailway.co.uk) and they will respond to you as soon as they are able.

## ● **Can you donate a raffle prize?**

Please email your request to [rikki.dwyer@eastlancsrailway.co.uk](mailto:rikki.dwyer@eastlancsrailway.co.uk) and be sure to include an address to send any donations out to. Please note the ELR will not be able to accommodate every request.

## ● **Can I purchase a ticket for XX date?**

[Freedom of the Line tickets can be purchased in advance online for any of our standard running days.](#) You can also purchase Freedom of the Line Tickets, Full Line Return Tickets, Standard Return and Single Tickets on the day at any manned station, or on the train from one of our Travelling Ticket Inspectors. Special Event tickets can also be purchased in advance online, please see the specific event web page for more details.

## ● **Can I take a tour behind the scenes?**

For safety reasons, members of the general public are not permitted line-side or into the engine sheds. If you would like to see behind the scenes or travel lineside we can recommend the [Drive a Train Experiences](#) and the [Photography Experiences](#), both of which include trips behind the scenes. You could also become a working member at the East Lancashire Railway and visit these areas as a matter of course whilst undertaking your duties. [Find out more about becoming a member here.](#)

## ● **Who qualifies for a concession?**

Concessionary fares are available to all holders of UK Concessionary Passes and East Lancashire Railway Preservation Society members. One essential carer may travel for free when accompanying a disabled passenger in possession of a Concessionary Pass.

## ● **Can I buy tickets on the day?**

Tickets can be purchased on the day for any of our standard travel services. Tickets can also be purchased on the day for Steam and Diesel Galas, Days Out With Thomas, Theme Days, the 1940s Weekend and Sci-Fi on the Sidings. Tickets for other events must be purchased in advance. Please check the individual event websites for further details.

## ● **Where is the best place to park?**

Each of our manned stations has available parking, though spaces are limited and subject to charges in Bury, at the discretion of Bury Council. Heywood Station has a large free car park that is open on every running day bar those with a Green Timetable. Limited free parking is also available in Ramsbottom and Rawtenstall. Disabled parking bays are available at Heywood, Bury, Ramsbottom and Rawtenstall Stations.

If you are visiting Bury Transport Museum parking can be found in Castlecroft Yard, outside the museum building, however this car park is not available during special events.

Restricted coach parking can be found on Castlecroft Road in Bury and there are coach drop off points outside both Bury and Rawtenstall Stations.

[Find prices and postcodes for all of the car parks in Bury.](#)

## ● **Can I amend a dietary requirement on my Diner booking?**

The East Lancashire Railway must be notified of any changes in your dietary requirements at least seven days before travel, changes cannot be made after this time. Call us directly on 0333 320 2831 to keep us updated on any changes.

## ● **Do you have any updates on the Flying Scotsman?**

The Flying Scotsman is actually owned and operated by the National Railway Museum of York. They would be the best people to speak to regarding the engine's current status and movements. [Find out more about the NRM, and find out how to contact them.](#)

## ● Do you accept donations?

The East Lancashire Railway is beholden to our visitors and volunteers who help to keep this spark of our history alight, we will gratefully accept any donations you care to make. Visit our [website](#) for information on how you can help to support the railway or if you wish to donate an item or object, please contact us on [enquiries@eastlancsrailway.co.uk](mailto:enquiries@eastlancsrailway.co.uk).

## ● We're staying at Burrs, how do we get tickets for the train and what time are they?

If you are travelling on one of our standard services tickets can be purchased on the day from one of our Travelling Ticket Inspectors on board the train. [Find all of our train timetables](#).

## ● We think we may have left one of our belongings on the

If you think you have misplaced something on board one of our trains or at one of our stations contact us on [enquiries@eastlancsrailway.co.uk](mailto:enquiries@eastlancsrailway.co.uk) and we will take a look in the lost property to see if it has been handed in. Please note, we retain items of lost property for three months, after which they will be donated to a local charity shop.

## ● Can you send me a timetable/dining leaflet?

The easiest and quickest way to get hold of a Timetable and Information leaflet or Dining with Distinction leaflet is to download them from our website. [Download a 2019 Timetable and Information leaflet](#).  
[Download a 2019 Dining with Distinction leaflet](#).

## ● How do I get a ride on the cab of the locomotive?

Due to safety concerns the East Lancashire Railway does not ordinarily allow members of the public to ride in the cab of the locomotive. We can recommend our [Drive a Train Experiences](#) which will allow you to not only ride in the locomotive but also drive it!

## ● **My tickets haven't arrived yet?**

Unless you selected to receive e-tickets or to collect your tickets at the Booking Office, your tickets should arrive within 5 working days of your order. You can contact us directly on 0333 320 2830 to check on the status of your booking. Please be ready with your customer reference and order number.

## ● **How do I get to you by Train?**

The easiest way to reach us via train is to catch one to Manchester Victoria or Manchester Piccadilly, and from there take the roughly half hour Metrolink trip to Bury Metrolink Station. Our own Bolton Street Station is only a 5 minute walk away from there. [Find a street map of Bury](#), showing the route from the Metrolink stop to our station, and a [Metrolink route map](#).

## ● **Do you run Mondays or Tuesdays?**

The East Lancashire Railway is open every Saturday and Sunday throughout the year, Wednesday to Friday from April to September and on selected Bank Holiday Mondays. [Find the full calendar of our running days](#) here.

## ● **How do I become a Working Member?**

No matter your background or level of experience, the East Lancashire Railway can find a place for you in the team of volunteers. Training is provided and you will never be expected to undertake something you do not feel comfortable with, nor dedicate any more time to your duties than you can afford. For more information on becoming a working member, please contact Chris Moore from the Volunteer Liaison Team on 07840 110 448 or at [elrpsvolunteers@gmail.com](mailto:elrpsvolunteers@gmail.com).

## ● **How much are tickets?**

Freedom of the line fares are our best value tickets and include unlimited travel all day (excluding special events)

Family (2 adults, 3 children): £42

Adult: £16

Concession: £14.50

Child: £10

Under 5s: Free.

Fares from each individual station can be downloaded by clicking the station names below:

**[HEYWOOD STATION](#)**

**[BURY BOLTON STREET STATION](#)**

**[BURRS COUNTRY PARK STATION](#)**

**[SUMMERSEAT](#)**

**[RAMSBOTTOM](#)**

**[IRWELL VALE](#)**

**[RAWTENSTALL](#)**