

EAST LANCS RAILWAY COVID-19 Q&A

With Covid-19 escalating in the UK and the announcement that the public and businesses should take measures to limit social contact and avoid non-essential travel, volunteers, employees and visitors to the railway will have questions about the future.

Our FAQs below should help to answer your questions.

If you need more information, please contact enquiries@eastlancrailway.co.uk.

1. Is the railway open?

Following the government announcement that all leisure venues must close to prevent the spread of Covid-19, the East Lancashire Railway and all its pubs, cafes and other station facilities closed to the public on Saturday 21st March and will remain closed until at least the 30th April 2020.

The decision to suspend operations was not an easy one, but we are following Government guidance and we will continue to follow the latest advice and take appropriate action.

We are continually reviewing our plans with the safety, security and wellbeing of customers, volunteers and our employees our number one priority.

2. How will I know if events are cancelled or postponed?

The railway is closed until at least the 30th April 2020. If an event you have booked is postponed or cancelled, anyone who has booked a ticket will be contacted directly by our Passenger Services Department by email or phone to inform them of the changes.

3. Will events be rearranged?

Where possible any events will be rearranged for a later date, please visit the event pages on the website for more details and announcements on new dates.

4. If I've already booked a ticket will I get a refund?

Visitors whose events have been postponed will have the option to transfer their booking to the new date or claim a full refund. They will be contacted directly to arrange this.

If an event is cancelled, visitors who have already booked a ticket will be contacted directly to arrange a refund.

We would ask everyone to consider rearranging their booking where possible, or in the event of a cancellation not taking up the offer of a refund, and instead see the payment as a donation to help secure the future of ELR.

5. When will ELR reopen?

The railway is closed until at least the 30th April 2020, but due to the current uncertainty this could be extended.

We will continue to follow Government advice and update plans as and when we know more.

Please go to our website and social media pages for all up to date news on events and services.

6. How can you support ELR while it's closed?

As of yet, the Government has not offered any kind of monetary aid or support to charitable organisations. Therefore the amount the railway is set to lose over the coming weeks could threaten the continued existence of the ELR. That is why we need your support to survive.

We would ask all customers with bookings to rearrange, or if this isn't possible, consider not taking up a refund and viewing the payment as a donation to help secure the future of the railway.

We have also set up a fundraising page where all your kind donations (however big or small) will be vital to help to keep the railway and the story of the region's industrious past going well into the future, allowing us to try to maintain our current level of service and standard of events once the current crisis is over.

To make a donation please visit: <https://uk.virginmoneygiving.com/charity-web/charity/displayCharityCampaignPage.action?charityCampaignUrl=ELRsupportfund>

ENDS