

EAST LANCASHIRE RAILWAY

Terms and Conditions

These terms and conditions contain legal obligations. Please read these terms and conditions carefully before purchasing your Tickets online.

Quaytickets (Agent) sells tickets on behalf of The East Lancashire Railway

Policies are set by The East Lancashire Railway in regard to exchanges or refunds after a purchase has been made or for lost, stolen, damaged or destroyed tickets. When you receive your tickets, please keep them in a safe place. Please note that direct sunlight or heat can sometimes damage tickets. When buying tickets via The East Lancashire Railway or its Ticket Agents (Quay Tickets) we reserve the right to limit the number of tickets you can buy for each event.

Ticket terms and conditions – Santa Specials

Terms and Conditions

The child's age/gender will need to be provided at the time of booking.

Adult (18 years+) and Children (3 – 15 years old).

*Children under 3 years old can travel on the service free of charge on the lap of a parent/guardian, no seat or gift will be provided, unless you purchase an Adult with and Under 3. Children aged 3+ must have a ticket to travel.

No dogs (except guide dogs) are allowed on these services.

Please arrive 20 minutes before departure time.

This service is pre-booked with seat allocations. NO On the day tickets will be available.

ELRPS Tickets ATOC Cards, HRA passes are not applicable for this event.

Carers only qualify for a free ticket whilst undertaking their caring duty. ELR offers one free carer ticket per party in these circumstances. Please contact our booking line on 0333 320 2830.

Please NOTE we only allow one free carer per group with a Full Paying Adult or Child. We request customers who have purchased a free Carer ticket online to carry the following forms of ID when travelling: Personal Independence Payment (PIP)

Document, Disability Living Allowance Record Book, Attendance Allowance Book, Invalidity Benefit Book, Visual Impairment Registration Card (BD8), Nimbus Access Card, or written confirmation of the above from the DWP with photographic identification.

In the United Kingdom, a carer is defined as someone who provides unpaid care for an individual who is frail, ill, disabled, or has mental health problems. This care can include providing physical assistance with everyday tasks such as bathing, dressing, and eating; emotional support; and practical assistance with tasks such as managing finances, shopping, and attending appointments.

Some of the key characteristics of a carer in the UK:

- Carers are unpaid.
- Carers provide care for someone who is frail, ill, disabled, or has mental health problems.
- Carers provide care on an ongoing basis.
- Carers can be of any age.
- Carers can be related to the person they care for, or they can be a friend or neighbor.
- Carers may provide physical assistance, emotional support, or practical assistance.

Carers Tickets are not available on our Dining With Distinction Products.

Refunds - Santa Specials

Booking Cancellation Policy – Santa Specials

- Any bookings cancelled OVER 3 weeks before the date of the booked event – 100% refund (minus original booking fee) to original payment method
- Any bookings cancelled between 1 week and 3 weeks before the booked event – 100% refund via gift voucher OR 75% refund to original payment method (minus original booking fee)
- Any bookings less than a week but more than 3 days before the booked event – 50% refund via gift voucher (minus original booking fee)
- Bookings cancelled less than 3 days prior to the event will not entitle any refund.

Ticket terms and conditions – Main

All tickets sold to you are sold by the East Lancashire Railway or its Ticket Agents (Quay Tickets) This ticket remains the property of the organisation (The East Lancashire Railway) for whom Quaytickets has sold the ticket.

Travel tickets are non-refundable ,exchangeable or transferable to a 3rd party. Quaytickets/East Lancashire Railway, Refund Protection/ and transaction fees are non-refundable in all circumstances.

The East Lancashire Railway reserves the right at their sole discretion to refuse admission and in this instance a refund may be offered at the sole discretion of the East Lancashire Railway.

Tickets can only be purchased for personal use only, and not purchased as part of any form of business or commercial activity, the ticket may not be resold or offered for resale by anyone whether at a premium or otherwise.

Resale or attempted resale at a price higher than face value is grounds for cancellation without notice or refund.

The East Lancashire Railway may enforce these terms in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999 (the Act). Except as provided above, this agreement does not create any right enforceable by any person who is not a party to it under the Act, but does not affect any right or remedy that a third party has which exists or is available apart from that Act.

It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event.

If an event is cancelled it is the responsibility of the East Lancashire Railway to provide Quaytickets (Agent) with requisite funds to refund the face value of tickets. Quaytickets (Agent)/East Lancashire Railway booking, and transaction fees are non-refundable in all circumstances. Quaytickets (Agent) will refund customers on behalf of the East Lancashire Railway within 28 days of receiving the relevant funds. In the event that funds are not received then Quaytickets will direct customers to contact the East Lancashire Railway directly to arrange refunds. This does not affect your statutory rights.

This ticket is issued subject to the Rules and Regulations of the East Lancashire. Breach of any of these Rules and Regulations or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the East Lancashire Railway to eject you from the venue.

Every effort to admit late arrivals for departing trains will be made, but admission cannot always be guaranteed.

Latecomers not admitted are in no way entitled to a refund; always allow sufficient travelling time to the East Lancashire Railway

It is your responsibility to check your tickets; mistakes cannot always be rectified.

We will not be responsible for any tickets that are lost or stolen.

Tickets are sold subject to the East Lancashire Railways Terms and Conditions and has the right to alter or vary the event/experience due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.

The East Lancashire Railway accepts no responsibility for any personal property. Food and drink/alcohol policies vary depending which station you are at so please contact us in advance for guidance

The East Lancashire Railway reserves the right to provide alternative seats to those specified on the ticket at their discretion.

Occasionally authorised external filming maybe taking place across the railway. Please check with the event organizer or the Passenger & Customer Service Manager at the event if this would present a problem to you as the customer.

No parties shall have any further liability beyond the face value of the ticket.

Refunds – Main

Refunds are processed within 28 days of request.

Amount refunded will be the total value of your seats/event admission price.

Non refundable elements of your orders are Postage and Secure My Booking fees / or any prior charges levied before cancellations.

Example:

Ticket Price – £10.00 / Secure my Booking £3.75 / Postage £2.00 Total paid = 15.75

Total refund for this order would be £10.00

Secure my booking (refund protection)

This is an opt in service and not a mandatory element of your booking and is not provided by or underwritten by The East Lancashire Railway. This is an opt in extra provided/sold by our ticket provider Quay Tickets. Any disputes related to the sale of this must be directed to our ticket agents Quay Tickets or by lodging a dispute or complaint with the provider (securemybooking.com) <https://securemybooking.com/make-a-claim/uk/>

Booking Fee

When Booking any of our products online, a single £2.50 booking fee is added to your order at checkout. This fee is applied once per order, no matter how many tickets you buy.

Non-Refundable Deposit Policy

1. Introduction

Some booking (such as Dining with Distinction or group charters) may require a deposit to secure your reservation. Unless otherwise stated, all deposits are non-refundable.

This is because we commit resources from the point of booking to prepare your visit. However, if your plans change we will always try to help, including moving your booking or crediting your deposit to another date, where possible.

If you have any questions before booking, please don't hesitate to contact our team, and we'll be happy to assist you.

2. Non-Refundable Deposit Policy

Unless otherwise stated in Writing, all deposits are non-refundable. This is because, once a booking is made, the railway may incur costs and commit resources that cannot be recovered if the booking is cancelled.

The deposit may represent

Preparatory or administrative costs

Advance procurement of stock or catering

Allocation of staffing or equipment

Lost opportunity to resell the space to other customers

3. Transparency and Fairness

All deposit requirements are clearly stated at the point of booking and in our customer communications. This is per the Consumer Rights Act 2015, which requires all terms to be fair and transparent.

4. Consumer Rights

This policy does not affect your statutory rights. Under UK law, you may still:

- Request a refund if we fail to deliver the contracted service.
- Cancel certain types of online or distance bookings within the 14-day cooling-off period, unless the service is due to begin within that time.
- Request a refund if we cancel the event or materially change the service in a way that breaches your contract.

5. Transfer or Rebooking (at our discretion)

While deposits are non-refundable, we understand that circumstances can change. In some cases, and at our discretion, we may:

- Transfer your deposit to a future date.
- Offer credit toward a similar service or product.

Don't hesitate to get in touch with us as early as possible if you are unable to attend, and we will do our best to help where we reasonably can.

6. Contact

For any queries regarding this policy, please get in touch with our team at:

Customer.Services@eastlancsrailway.co.uk

0333 320 2830

Terms and Conditions - Day Out With Thomas

Day Out With Thomas tickets are subject to separate terms and conditions and are available on the [Day Out With Thomas website](#).

Terms and Conditions - Dining with Distinction

Full payment must be made at the time of booking for groups of 19 or less. Groups of 20 or more can choose to pay a £10 reservation fee per person when making their booking, with final payment due no later than 4 weeks before travel.

Children may only travel on our Mid-Week Luncheons, Lancastrian Lunches, Festive Lunches and Afternoon Teas. Child tickets apply to children aged 5 to 12 inclusive, and children will receive a smaller portion of the set menu. Children under 5 are permitted to travel on our Dining with Distinction train but will not get a seat. Due to limited space, we cannot accommodate or provide highchairs or prams onboard.

Our evening Dining with Distinction trains are for over 18's only, including Wine Tasting Dinners, Gin Tasting Dinners, Premium Nights, Murder Mystery Nights, Red Rose Dinners, Burns Night, Valentine's Diner and Festive Dinners.

All Dining with Distinction trains depart from, and return to, Bury Bolton Street Station. The train cannot be joined at any other station.

A corkage fee of £7.50 applies per bottle of Champagne and wine brought onboard our Dining with Distinction train. Spirits, beers, ciders, ales and soft drinks are not permitted to be brought on board by a customer but will be available to purchase from our onboard bar. This does not include drinks purchased from The Trackside bar before travelling.

Every effort will be made to ensure that steam locomotives haul our dining services. However, should a steam locomotive be unavailable, the East Lancashire Railway reserves the right to substitute a diesel locomotive without prior notice. We reserve the right to suspend, reschedule or cancel services if operational circumstances or safety make this necessary.

Each of our Dining with Distinction experiences has a set menu as displayed on the website, unfortunately dishes cannot be swapped. Menus for vegetarians are available and can be found at www.diningwithdistinction.co.uk or call 0333 320 2831.

Food may contain or have come into contact with peanuts, tree nuts, soybeans, milk, eggs, wheat, shellfish or fish. Please advise us of any allergies at the time of booking, or by contacting us via email dwd@eastlancsrailway.co.uk no less than 7 days before the date of the event. If you require a vegetarian option or need us to make provisions for special dietary requirements (vegan*, dairy free*, pescetarian*, diabetic, gluten free, halal etc.) please ensure you let us know when booking as these are not available on the day and must be pre-ordered at least seven days before travel. We will confirm any specific dietary requirements on your tickets. *Not available on Afternoon Tea services.

We regret that due to the age and design of our Dining with Distinction carriages, passengers must be able to board the train by foot and make the small walk to their seat. We can provide a narrow ramp during boarding and offer priority seating near the door. However, we cannot board passengers in a wheelchair, nor can they travel onboard in their wheelchair. Assistance dogs can travel under your table, ensuring staff have a hazard free path through the carriage. Please let us know if you require any assistance, or if you will be bringing an assistance dog, at the time of booking.

Any person who the company has reasonable grounds to believe is intoxicated and/or likely to act in a riotous, disorderly, disruptive, unsafe or offensive manner may be refused access to, and/or may be required to leave, the company's trains, stations and/or other premises.

In-date Vouchers can be refunded in full, up to a month after the date of purchase, to the person who made the original booking only.

- Any bookings cancelled OVER 3 weeks before the date of the booked event – 100% refund (minus original booking fee) to original payment method.
- Any bookings cancelled between 1 week and 3 weeks before the booked event – 100% refund via gift voucher or 75% refund to original payment method (minus original booking fee).
- Any bookings less than a week but more than 3 days before the booked event – 50% refund via gift voucher (minus original booking fee).

Bookings cancelled less than 3 days prior to the event will not be entitled to any refund.

Please Note – Insurance purchased at the time of booking is sold by our ticket provider Quay Tickets on behalf of the insurance company and is not provided by or underwritten by the East Lancashire Railway. This remains separate to our cancellation policy above, and any insurance claims or disputed must be directed towards Quay Tickets or the insurance provider – securemybooking.com.

Refunds may take up to 28 days to process.

Carers Tickets are not available on our Dining With Distinction Products.

Dining with Distinction add-ons can be purchased up to 7 days before travel. These are non-refundable after this point.

English Law governs all of these terms and conditions.

Accessibility - Dining with Distinction

Bury Bolton Street Station is fully accessible for visitors in wheelchairs and provides disabled toilet facilities. We regret that due to the age and design of our dining carriages it is not possible to travel in your wheelchair whilst dining (includes “Fish n Chips”). A ramp will be available during boarding to aid those with mobility problems; however carriages cannot be used to transport wheelchairs or wheelchair users on board. Please contact us for further information on **0333 320 2831**.

Special Dietary Requirements - Dining with Distinction

- Vegetarian options (where available) must be pre-ordered when booking as it is not possible to change meal choices on the day of service.
- We can cater for special dietary requirements on Dining services (vegan, dairy free, diabetic, gluten free) except for our Cream Teas and Afternoon Teas which cannot be made gluten free. We cannot guarantee an alternative to Fish n Chips.

Drive a Train Experience Days

Participants and all guests attending the guided tour must:

- Disclose any medical and/or mental health conditions and treatment/medication that may affect mobility, concentration, dexterity, co-ordination, consciousness and ability to understand and follow instructions.
- Be physically fit and aged over 18 at the time of the experience. Our risk assessment process requires that a doctor’s letter be provided confirming that participants aged 75 or over are medically fit and are able to participate in the Drive A Train Experience Day. This must be made available to the railway at least one week prior to the day of the activity.

- Be able, in the event of an emergency evacuation; to climb on/off the locomotive from ground level unaided, this may be up to a 3 metre (10 feet) vertical climb with steps at up to 0.6M (2 feet) spacing. Participants must also be able to cope with discomfort, variable temperatures, weather and lighting, heights (viaducts and bridges), darkness (tunnels), noise and vibration.
- Be able to read (with glasses or contact lenses, if necessary) a car number plate from a distance of 20 metres.
- And must be able to hear and understand verbal instructions in noisy surroundings.

The Drive A Train Experience Day and guided tour may not be suitable for those with some disabilities, particularly where these affect mobility, concentration, dexterity, co-ordination and ability to understand and follow instructions. The East Lancashire Railway advises you to contact us prior to booking one of our experiences if you believe this may affect the participant and/or guests and to ensure the activities are suitable. The East Lancashire Railway reserve the right to terminate without refund, your Drive A Train Experience if it is deemed unsafe on the day for the participant to take part in the experience by the Footplate Experience Manager or by a member of our staff.

In addition to the above requirements, please note that we cannot permit anyone with the following medical problems to take part in our Drive a Train Experience days:

- Any episode of fainting in the 3 months prior to the date of the experience.
- Epilepsy sufferers who have had a seizure within 12 months prior to the date of the experience, with or without medication.
- Dizziness due to side effects of medication or conditions affecting balance e.g. Meniere's Disease within the 12 months prior to the date of the experience.
- Anyone who has suffered a stroke, brain haemorrhage, or been diagnosed or treated for a brain tumour within the 12 months prior to the date of the experience.
- Any heart condition diagnosed within the last 3 months, or not adequately controlled on treatment for the 3 months prior to the date of the experience.
- Anyone who has diabetes requiring insulin treatment, or who has started or changed treatment for diabetes requiring tablet treatment within the 3 months prior to the date of the experience, unless they have a letter from their doctor or diabetes nurse that they are fit to take part.
- Anyone who has commenced or changed treatment for any mental health problem within the 6 months prior to the date of the experience.

For those who have autism or any form of learning difficulty, we would need to arrange to meet the applicant to assess their abilities against the criteria above, before deciding whether they would be able to take part. This may involve us taking advice and writing to you after the meeting.

Guests: It is only possible for you to bring two guests per participant on your experience day.

If your guests wish to have lunches or tours, these can be provided for an extra charge, these should preferably be included with your booking and certainly advised to the Footplate Experience Manager no later than two weeks before your Drive a Train Experience Day. Please note that the East Lancashire Railway cannot guarantee a lunch to extra guests arriving on the day who have not been confirmed as booked in.

Children/Dogs – Children/dogs are not allowed on the footplate, in the cab or on the guided tours but are permitted to travel in the coaches behind the locomotive when driven by the drive a train participant. Dogs are not allowed in areas where food or drinks are being served with the exception of guide/assistance dogs.

Clothing & Footwear – Participants must wear stout shoes or boots (preferably steel toe cap boots) and avoid wearing polyester or nylon trousers. Overalls and gloves are provided for participants to wear on the footplate and high visibility vests for use when participants and guests are on the guided tour.

Guided Tours – The guided tours are over rough ground and involve a fair amount of walking (approx. 2 miles) whilst visiting the Locomotive and Carriage works and Bury South Signal Box. Only guests wearing sensible walking shoes will be allowed to participate in these tours for their own safety (this means wearing flat walking shoes or boots not canvas pumps/sandals or fashion shoes). The East Lancashire Railway reserves the right to refuse inclusion on guided tours to anyone not wearing appropriate footwear.

Dietary Requirements – If you or your guests have any special dietary requirements, please advise at the time of booking, (Vegetarian, coeliac etc.).

Alcohol & Drugs – Participants and guests must not attend the Drive a Train Experience Day under the effects of alcohol, or any drugs which may affect their vigilance, whether medically prescribed or not, or consume such while on the Drive a Train Experience Day. Meals are taken in our Activity Centre on Platform 2 and Drive a Train Experience participants and guests are not permitted to consume any alcoholic refreshments until the day's experience has finished. The East Lancashire Railway reserves the right to terminate, without refund, your Drive a Train Experience Day if our staff believe you or your guests to be under the influence of alcohol or drugs.

Safety Information – All Participants will receive Safety Information which they and their guests should familiarise themselves with, prior to the date of their Drive a Train Experience Day. On the day of their Drive a Train Experience, participants and their guests will receive a short Safety Briefing relevant to the day's activities.

Mobile Phones /Photographic Equipment – When the locomotive is in motion, participants are prohibited from using mobile telephones/other interactive mobile devices and photographic equipment whilst Driving or Firing. Opportunities for photographs on the footplate are available once the locomotive has come to a stand and secured by the crew.

Complimentary service travel tickets can only be used on normal services and are not valid on special events.

For Full Day Experiences – Requests to be included into specific AM or PM groups for Driving/Firing/Second Manning or guided tours are not permitted as group allocation can be only be confirmed on arrival on the day of your Drive a Train Experience.

Due to the high cost of running Drive a Train Experience Days, the East Lancashire Railway are unable to make any refunds or arrange alternative dates once a firm booking has been confirmed.

Vouchers with an allocated date are valid for that day only.

The East Lancashire Railway will permit you to transfer the place to someone else under the same booking conditions, but you must advise the East Lancashire Railway of the details at the earliest opportunity.

Open vouchers for a Drive a Train Experience to be taken within one year from the date of purchase.

The East Lancashire Railway will permit you to take your Drive a Train Experience on a date after the expiry date on the voucher provided the East Lancashire Railway receives an additional payment to cover any increase in costs applicable when the Drive a Train Experience is taken.

The East Lancashire Railway reserves the right to cancel a Drive a Train Experience Day in the event of circumstances beyond the Railways control, but will issue customers with an alternative date.

Locomotives will be used from the current fleet and cannot be specified in advance.

Memberships – The complimentary membership offered by the East Lancashire Railway Preservation Society runs until the 31st December of the current year and is renewable on 1st January. Person's joining after 1st October will receive membership up to the 31st December of the following year. By accepting the free membership offered by the East Lancashire Railway Preservation Society, you are agreeing for the East Lancashire

Railway Preservation Society to hold your details on file for ELR purposes only. Memberships begin on the date of the participants Drive a Train Experience, not at the time of purchase. Please allow up to 4 weeks for your application to be processed.

Fares

- Child fares apply from ages 3 to 17. Accompanied children aged under 3 travel free of charge (except for Day Out with Thomas events).
- Dogs are allowed to travel on the railway free of charge, however they must be kept on a lead at all times. Please note that dogs are not allowed into Bury Transport Museum, except official guide and assistance dogs.
- Cycles can be carried on the trains at no additional charge.
- Details of other fares available on request.
- Payment can be made by credit or debit card (for purchases over £8) or cash. Payment by cheque is not accepted.
- While every effort is made to adhere to the published timetables, the company reserves the right to make changes without prior notice. E&OE.
- The company reserves the right to cancel or suspend any train without notice. All locomotives are subject to availability.

Terms and Conditions - Family Explorer Ticket

1. Ticket description

The **Family Explorer** ticket is a **date-restricted promotional fare** available on selected East Lancashire Railway services

Family Explorer tickets are available in the following formats only:

- 1 Adult + 2 Children and/or Young Persons
- 2 Adults + 1 Child or Young Person
- 2 Adults + 2 Children and/or Young Persons

No other combinations are permitted.

2. Definitions

- **Adult:** Aged 18 and over
- **Young Person (YP):** Aged 15-16
- **Child:** Aged 3–15 inclusive

Children under 3 travel free but do not count toward the Family Explorer ticket composition.

3. Ticket type and validity

Family Explorer tickets are **Day Rover tickets only** and allow **unlimited travel on the railway on the date shown**.

They are **not valid** as single-journey or full-line one-trip tickets.

Tickets are valid only on the date of travel shown and must be retained for inspection throughout the visit.

4. Availability

- Family Explorer tickets are valid **only on selected dates**, as determined by East Lancashire Railway.
- Availability is **capacity-controlled** and may be withdrawn at any time.
- Tickets are **not valid on event days**, gala days, dining services, Santa, Thomas, or other special events unless explicitly stated.

5. Advance tickets

- Advance Family Explorer tickets are available **online**, subject to limited availability.
- A **£2.50 booking fee** applies per transaction to Advance tickets.
- Advance tickets must be purchased prior to the date of travel.
- Advance Family Explorer tickets are **non-refundable and non-transferable**.

6. Standard (walk-up) tickets

- Standard Family Explorer tickets may be purchased on the day of travel at booking offices, subject to availability.

7. Use and restrictions

- All members of the family group must travel together.
- Tickets may not be split between different parties.
- Children and Young Persons may be mixed within a Family Explorer ticket, provided the total number of people matches the permitted ticket combination.
- Family Explorer tickets cannot be used in conjunction with any other offer, discount, railcard, or promotional voucher unless explicitly stated.
- Tickets have no cash value and cannot be exchanged for other ticket types.

8. Museum access

Tickets include **complimentary access to the Bury Transport Museum**, subject to availability.

If the Museum is closed or unavailable for any reason on the date of travel, **no refund or compensation will be offered.**

9. Changes and refunds

- Family Explorer tickets are **non-refundable**.
- Advance tickets cannot be changed once booked.
- East Lancashire Railway reserves the right to alter services, timetables, or availability without notice.

10. General

- East Lancashire Railway reserves the right to withdraw or amend the Family Explorer offer at any time.
- All travel is subject to East Lancashire Railway's **standard conditions of carriage**.
- Misuse of the ticket may result in refusal of travel without refund.

Conditions of Carriage

1. **DEFINITIONS** In these conditions the “company” means the East Lancashire Light Railway Company Limited and includes its agents and staff.
2. **TICKETS** Tickets are the property of the company and must be surrendered on request. Tickets are not transferable. Tickets are valid only for travel on the date(s) shown thereon. The issue of tickets of any particular type may be suspended without notice at the discretion of the company.
3. Any passenger making a journey to a station beyond that to which he holds a valid ticket must pay the balance of the fare to the travelling ticket inspector or to that station on completion of the journey.
4. Passengers must examine their tickets and change straight away. The company will not be responsible for any mistakes unless attention is drawn to them immediately. The company is under no obligation to give change or to accept any particular method of payment.
5. In the event of any special class of accommodation for which a supplementary fare is payable being provided by the company on any service, such fare must be paid by any passenger making any part of the journey in such accommodation,

and tickets for such supplement are subject to these conditions as if they were ordinary tickets.

6. In cases where the company issues platform tickets or other tickets for admission to any of its premises, these conditions shall apply.
7. **GROUP TRAVEL TICKETS** Group travel tickets (whether discounted or not) are only valid when the group travels together with the ticket holder. If group members travel separately, individual tickets must be purchased at the appropriate undiscounted fare.
8. **DAMAGED OR MUTILATED TICKETS** Any ticket which has been so torn or mutilated that any material information is defaced will not be valid and the holder of such a ticket must pay again the fare for the journey completed.
9. **INSPECTION OF TICKETS** All tickets must be produced and handed over for inspection if requested by any staff member or agent of the company.
10. The company reserves the right to refuse admission to any area of a train, station and/or other premises to any person not in possession of a valid ticket, and/or to request the person to leave the company's train, station and/or other premises.
11. Residents' tickets, ELRPS members' tickets, HRA passes, ATOC passes, working members' passes and other tickets are subject to the additional requirement that any pass, permit or identification necessary for such concession shall be produced at the time of booking and on all occasions when the ticket is produced or handed over for inspection. Failure to produce the required pass, permit or identification renders the holder liable to pay the full ordinary fare, failing which they will be treated as a person not in possession of a valid ticket. Please note: Residents' discounts only apply as advertised, and exclude Dining and events (exclusions include Santa Specials, Halloween Ghost Trains and Day Out With Thomas).
12. The company's staff members or agents may, at their discretion, withdraw any ticket, pass or permit if misuse is suspected.
13. **LOST, STOLEN OR MISLAID TICKETS** Any passenger failing to produce and/or hand over a ticket on request will be liable to pay again the fare for the journey completed. The company will not replace or refund any lost, mislaid or unused tickets, or refund any fares paid as a result of a passenger's failure to produce or hand over a ticket on request.
14. **REFUNDS** Tickets are not refundable unless stated either in these Conditions of Carriage or in the specific conditions for the particular ticket type. Refunds can take up to 28 days to process.

15. If a train is cancelled or delayed by more than fifteen minutes, or if insufficient passenger accommodation is available on a train, passengers holding single or return travel tickets may request a refund on the unused portion of their ticket if they choose not to travel. The refund must be requested directly from the outlet that sold the ticket (eg booking office, travelling ticket inspector, web site) and the ticket(s) must be surrendered.
16. Platform tickets and other admission tickets are not refundable, other than in exceptional circumstances at the company's sole discretion.
17. Special Event tickets and Rover tickets are not refundable unless the entire event is cancelled, or may be refunded in whole or in part at the company's sole discretion.
18. **DELAYS, DISRUPTION AND CONSEQUENTIAL LOSS** The company's published timetables may be altered or suspended at any time and for any reason. The company shall be under no obligation to convey passengers by train, nor by any particular type of train. In the unlikely event your service is delayed, The East Lancashire Railway is not responsible for any parking charges incurred. Please try to factor this in when you are purchasing your parking ticket from a Pay and Display machine.
19. The company will not be liable for any loss (including consequential loss) arising from: (a) the failure of any passenger to board the correct train or alight at the correct station; (b) the fact that there is not sufficient accommodation (whether seated or standing) on any train; (c) the failure of the company to reserve accommodation when requested; (d) the early or late departure of any train or any cancellation(s) or alteration to any timetable(s); (e) the failure to make any connections, whether advertised or not; (f) the failure to provide any particular facility, event or attraction, whether advertised or not; (g) the withdrawal of any ticket, pass or permit; (h) refusing access to, or requiring a person to leave, the company's trains, stations and/or other premises.
20. If disruption caused by circumstances within the company's control leaves a passenger stranded before he/she has reached the destination printed on his/her ticket, the company will, if it reasonably can, arrange to get the passenger to his/her destination. Circumstances that are not within the company's control include: (a) acts or threats of vandalism or terrorism; (b) suicides or accidents involving trespassers; (c) gas leaks or fires not caused by the company; (d) line or station closures at the request of the police, other emergency services or statutory authorities; (e) exceptionally severe weather conditions; and (f) riots or civil commotion.

21. **LOST PROPERTY** The company will take reasonable care of any luggage, articles, animals or cycles which are taken into its safekeeping after being left in its trains or on its premises and will make a reasonable effort to contact the owner. The company may restrict or refuse access to retrieve any property left in its trains or on its premises if it is reasonable to do so.
22. Any articles found in or on the company's trains, stations or other premises will not be treated as belonging to the person who finds it and must be immediately handed over to a staff member or agent of the company. If property is left in or on the company's trains, stations or other premises, the company's staff or agents have the right to open it and examine the contents before removing it to a secure place. The company may, without being liable, remove or dispose of any property that might in its opinion cause any damage, injury or inconvenience.
23. Any property taken into the company's safekeeping which has not been retrieved within three months may be disposed of, and if sold the proceeds from the sale will be retained by the company. Items which are perishable may be disposed of earlier.
24. **ACCOMPANIED LUGGAGE, ARTICLES AND ANIMALS** When accommodation is available the company will at its sole discretion convey accompanied bicycles, tricycles, tandems, prams, push chairs, and articles of a similar nature only in designated luggage areas of trains (and on payment of any appropriate fare). Such items must not obstruct any door, aisle or access to any train equipment.
25. Hand luggage not exceeding 15kg per person may be carried in passenger compartments unless it is unduly bulky, dirty or of an offensive nature. Passengers must take care of any such items and may be liable for any injury, damage or loss if they do not take reasonable care.
26. The company will only be liable for any loss or damage to luggage, articles, animals or cycles in its trains or on its premises if the loss or damage was caused by the fault of the company. The company's liability in respect of any item will not exceed £1500 or the item's value, whichever is lower.
27. Dogs are conveyed (on payment of any appropriate fare) provided that they are kept under control and that other passengers or staff are not inconvenienced. All dogs must be kept on a lead at all times and are not allowed on seats. No other animals may be conveyed without the express permission of the company.
28. Guide dogs and/or hearing dogs accompanying passengers with disabilities are conveyed free of charge and are normally permitted access to all public areas of trains, stations and other premises.

29. Please note that dogs are not allowed into Bury Transport Museum except official guide and assistance dogs.
30. **UNACCEPTABLE CONDUCT** Any person who the company has reasonable grounds to believe is intoxicated and/or likely to act in a riotous, disorderly, disruptive, unsafe or offensive manner may be refused access to, and/or may be required to leave, the company's trains, stations and/or other premises.
31. Children under sixteen years of age are only permitted to enter the company's trains, stations or other premises when accompanied by a responsible adult.

Conditions of Sale

1. The Management reserves the right to make alterations to the advertised timetable and programme; to refuse admission; to provide alternative seats to those purchased of the same or greater value.
2. Tickets are purchased for personal use only and are not purchased as any form of business or commercial activity. All tickets are non-refundable. Tickets may not be resold or offered for resale by anyone at a premium or otherwise. Resale or attempted resale is grounds for cancellation without refund or notice.
3. When processing your booking the Booking Office will ask your name, address, email address and telephone number. This information may be used to keep you informed of forthcoming events at the East Lancashire Railway with your agreement.
4. All information correct at time of going to press.
5. The East Lancashire Light Railway Company expressly disclaims all liability for any direct, indirect or consequential loss or damage occasioned by the user's reliance on any statements, information, or advice contained in this web site.

East Lancashire Railway – Dog and Guide Dog Policy (2025)

1. Introduction

The East Lancashire Railway (ELR) welcomes well-behaved dogs and responsible owners across most of our railway, stations and outlets.

This policy sets out the conditions that apply when bringing dogs to the ELR and ensures compliance with current UK laws, including the Equality Act 2010 in relation to Guide Dogs.

The intention of this policy is not to prevent owners from bringing dogs, but to provide clear guidelines that ensure a safe and pleasant experience for all visitors.

2. When a Dog Is Considered Under Control

A dog is considered under control when:

- It is kept on a lead at all times.
- The lead is held by a person who is physically able to manage and restrain the dog.
- The dog responds reliably to the owner's commands.

Owners remain legally responsible for their dog's behaviour under UK law.

3. General Rules for Dogs on the ELR

3.1 Owner Responsibility

The ELR cannot accept responsibility for any dog brought onto the railway. Owners, or the person in charge of the dog, are fully responsible for their dog's behaviour, safety and any damage or injury caused.

3.2 Leads and Control

- Dogs must remain on a lead at all times across the ELR network, including stations, platforms, footbridges, trains, cafés and bars.
- Dogs must not obstruct gangways, aisles or seats.

3.3 Busy Periods and Seating

The railway can become busy. The ELR reserves the right to:

- Ask owners to move to a different seat on the train.
- Ask owners to move outside enclosed areas such as cafés, bars and waiting rooms.
- Refuse access if a dog is causing disruption or distress to other visitors.

3.4 Weather and Cleanliness

In wet or muddy weather, dogs may become dirty or bring unpleasant odours into enclosed spaces. The ELR reserves the right to refuse access to dogs that are excessively wet, dirty or likely to cause hygiene concerns.

3.5 Allergies

The ELR advertises itself as dog-friendly. Visitors with allergies are advised to take appropriate precautions.

4. Events Where Dogs Are Not Permitted

For safety, comfort and child welfare reasons, dogs are not permitted at the following events (Guide Dogs excepted)

- Santa Specials and all Santa Trains
- Halloween Events,
- All Children's and Family Events
- Dining Experiences
- Bury Transport Museum

Guide Dogs

Guide Dogs are permitted at all times, including during the above events, in accordance with the Equality Act 2010. Staff may ask limited, appropriate questions where necessary to confirm the dog's role.

Emotional Support Dogs

Emotional Support Dogs are **not recognised as assistance animals under UK law** and **do not have the same legal access rights** as Guide Dogs. Emotional Support Dogs are treated as normal pets and must follow all standard rules in this policy.

5. Venue-Specific Rules

Bury Transport Museum

- Only Guide Dogs are permitted inside the museum.
- No other dogs may enter the Museum building.

6. Right to Refuse Entry

The ELR reserves the right to refuse entry to any dog if:

- The dog is not on a lead.
- The dog is causing disruption, distress or fear to other visitors.
- The dog appears aggressive, poorly controlled or excessively noisy.
- The dog is dirty, wet or likely to cause hygiene issues.
- The owner does not follow reasonable staff instructions.

7. Summary

The ELR remains a dog-friendly railway across most of our network. These rules ensure that dogs, their owners and all other visitors can enjoy their visit safely and comfortably. If you need clarification on this policy, please contact us or speak to a member of staff.

Weddings and Events

The Contract

- Your contract is with us, the East Lancashire Light Railway Company Limited, of Bolton Street Station, Bolton Street, Bury, BL9 0EY.
- We appreciate that on occasions someone else (such as a parent) may wish to make payments due to us on your behalf. We are happy to accept such payments, but please note that unless we agree otherwise with you in writing you are legally responsible for any payments due to us.
- In these terms, “venue” means the venue at the East Lancashire Railway where your wedding is agreed to be held, “wedding” also means (where applicable) a civil partnership, “wedding package” means the services relating to your wedding which we agree to provide to you. Also, the “customer” is the two people entering into this agreement and the “supplier” is the East Lancashire Light Railway Company Limited.

Making Your Booking

- We may agree to you making a provisional booking with us, but this is not legally binding on either you or us unless and until a contract is entered into in accordance with paragraph 5.
- If, after receiving our quotation for your wedding package you want to make a booking with us, you should within 28 days of the date of our quotation return your signed confirmation and pay a deposit of 20% of your total quotation. Payments can be made by cash, credit/debit card or by BACS. Please note that your deposit will not be refunded if you subsequently cancel a confirmed booking as explained in paragraph 28 & 29.
- A contract is only formed between you, the customer and us, the supplier when we accept your signed confirmation and send our confirmation of booking letter to you. No booking shall be binding on us and no contract shall be formed unless we send this confirmation. If we do not accept your booking application, we shall of course return your deposit.

Your Wedding Package

- The general content of your wedding package shall be sent out in your quotation and service provision agreement, or as otherwise subsequently agreed with us in writing. We may finalise certain details of your wedding package (for example,

the exact numbers of guests to be catered for, and the menu for meals) with you in the period leading up to your wedding, in accordance with these terms.

- As part of your wedding package, the public areas of platform 3 & 4 on Bolton Street Station will be hired to you, for the period set out in your quotation. We will not hire out the public areas of platform 3 & 4 on Bolton Street Station to anyone else during this period, but we cannot guarantee that no one else will be present in these areas at the same time as you and your guests due to the nature of our business.
- The client is responsible for their own post-box, cards and presents. The Venue takes no responsibility for these items and the client must collect them at the end of the wedding.
- The use of biodegradable or fresh petal confetti is permitted in the outside areas of the venue. The use of confetti cannons inside the venue is not permitted.
- Junior guest must be supervised by an adult at all times.

Price

- Subject to paragraphs 12 to 15 inclusive, the price of your wedding package shall be as set out in your quotation.
- If not all components of the price in the quotation are stated to be fixed (for example, because they depend on the number of guests to be catered for), the final price will be determined in accordance with the quotation (for example, the charge per head for meals) or as otherwise agreed with us (for example, if there are any extra services not set out in the quotation which we subsequently agree at our discretion to provide to you).
- If your wedding date is scheduled more than 1 year after the date of our confirmation of booking, we reserve the right to increase the price of your wedding package by up to 5% for each complete period of 12 months between these two dates.
- All prices are inclusive of VAT. However, if the rate of VAT changes between the date the contract is formed between you, the customer and us, the supplier and the date of your wedding, we will adjust the VAT you pay (and hence the overall price of your wedding package), unless you have already paid for your wedding package in full before the change in the rate of VAT takes effect.

Payment of Balance

- We will invoice you for the total price of your wedding package (less any deposit and additional payments paid) approximately 1 month before the scheduled date of your wedding. You must pay our invoice in full no later than 14 working days from the date of invoice.

Your Responsibilities

- It is the customer's responsibility to book the Registrar for your wedding. If you have not booked the Registrar before your booking application with us, we advise you to do so as soon as possible after you have received our confirmation of booking.
- We will be able to confirm your ceremony time as soon as the timetable is released. Should your desired ceremony time not be available for a civil ceremony then a celebrant can be booked to contact a non-legally binding service on the day.
- You must confirm final catering numbers no later than 1 month before your wedding so we are able to raise a final invoice. Subsequent increases in numbers will be invoiced separately. Please note, no refunds will be given for any decrease in numbers. If your actual number of guests falls beneath the minimum number set out in our quotation, we will still charge you for the minimum number.
- You must provide us, by the dates we may reasonably request of you, with any other information we ask for (such as your final choice of menus) so that we may finalise the details of your wedding package and/or its price.
- Unless agreed otherwise, only food and drinks supplied by us may be consumed at your wedding. Should you wish to provide your own beverages, our standard corkage charges will apply.
- You must comply with, and use your reasonable endeavours to ensure that your guests comply with, all our reasonable instructions intended to ensure the safety of property and/or people at the venue.
- You must provide your guests with such information we may reasonably request regarding arrangements to be followed at the venue (for example, in relation to car parking)
- Any damage caused to the Venue, its equipment, contents or fittings will be invoiced directly to the couple immediately after the event.
- We reserve the right to stop any activity which we reasonably believe is likely to cause damage to the interior or exterior of the venue or to risk the safety of people at the venue, and we will not tolerate any abusive behaviour by guests to

any other guests or member of staff. We reserve the right to remove any persons acting inappropriately from the event.

- If you include any images of the venue on your wedding invitations, you must ensure that you have the permission of the appropriate copyright holder.
- If you engage with any third-party suppliers, we accept no responsibility for their performance of services and you should take up any complaints with them directly. You are also responsible for paying their charges directly. We reserve the right not to allow into the venue any third party suppliers who do not meet our requirements intended to ensure the safety and welfare of property and people at the venue.

Cancellation by You

- If you want to cancel a confirmed booking, you must do so in writing and the provisions in paragraph 28 shall apply.
- We will use reasonable endeavours to “re-sell” the date to another couple. However, you must pay us any losses and costs we suffer because of the cancellation which were reasonably foreseeable to both of you and us when the contract was entered into, whether or not we are able to resell the date. Depending on when you cancel, the cancellation charges you must pay shall be determined by reference to the table below. We will tell you the exact cancellation charges once we know whether or not we have been able to resell the date, and you must pay the charges within 20 working days of our invoice. Where the final price has yet to be finalised (for example, because you have not yet confirmed catering numbers), we shall base the cancellation charges on any minimum numbers set out in the quotation.

Length of Time Before Your Scheduled Wedding Day

Cancellation Charge

More than 6 months	Amount of your deposit (ie non-refundable in all cases)
Between 3 and 6 months	Up to 50% of total wedding package price
Less than 3 months	Up to 75% of total wedding package price
Less than 1 month	Up to 90% of total wedding package price

Cancellation by Us

- We reserve the right to cancel your booking without liability to you and without any obligation to refund your deposit if:
- You do not pay us the balance of your wedding package price by the date due for such payment; or
- We have reasonable grounds to believe that you may not pay us the balance of your wedding package price by the due date and we have requested you to explain the position and you have not done so satisfactorily; or
- We discover, before you have paid the balance of your wedding package price, that you have deliberately concealed information, or deliberately given us incorrect information, about your intended wedding in circumstances where (if you had not done so) it would have been reasonably foreseeable that we would not have accepted your booking; or
- We have reasonable grounds to believe that your behaviour or that of your guests at the wedding is likely to result in damage to the venue or to our property and/or injury to people.
- If we cancel your booking under paragraph 29, you must pay us any losses and costs we suffer because of the cancellation which were reasonably foreseeable to both you and us when the contract was entered into, whether or not we are able to resell the date. Depending on when we cancel, the cancellation charges you must pay will be determined by reference to the table set out under paragraph 29 above.

Force majeure

- Except as set out in this paragraph 27, we shall not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our contract with you that is caused by events outside our reasonable control (such as serious damage to the venue, serious adverse weather conditions, a pandemic or epidemic, or interruption or failure of utility services such as electric power, gas or water, break down to either steam, diner, diesel or DMU).

In these circumstances, we shall use every effort to notify you as soon as is reasonably practical. If, as a result of such events, we believe we have no alternative but to cancel your booking, we shall recommend you contact your wedding insurance supplier but our sole liability to you shall be to refund you any money you have paid towards your wedding package.

Limitation of Our Liability to You

- Subject to paragraph 29, our total liability to you for any loss you suffer will be limited to the total amount of money payable to us for your wedding package. We will not be liable for any losses which were not reasonably foreseeable to both you and us when the contract was entered into or for any losses that were not caused by any breach of contractor breach of statutory duty or negligence on our part.
- Nothing in these terms excludes or limits in any way our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or limit (or attempt to exclude or limit) our liability.

Changes to the Venue and/or your Wedding Package

- We reserve the right to make changes to the venue between the time we accept your booking and the date of your wedding. For example, we may make changes to the décor and colour schemes and we cannot guarantee that the venue and its surrounds will be free from additional structures (for example marquees or scaffolding).
- We will use all reasonable endeavours to ensure that no components of your wedding have to be altered. However, as a wedding plan is normally put together at least 6 months before your scheduled date, we reserve the right to make changes to certain components if this is necessary to comply with safety requirements or other changes in law or relevant codes of practice, or to make other minor changes which we reasonably believe will not be to the detriment of your overall wedding experience.
- We will notify you of any significant changes covered by paragraph 35, but unless the change is one which is likely to fundamentally change the nature of your wedding experience we will not offer a refund, costs or compensation.

General

- If only one person is making the wedding booking, that person confirms that she/he has the authority to make the booking on behalf of both persons intending to be married. Our contract will therefore be with both such persons.
- Any error or omission in any information or document issued by us shall be subject to correction provided that the correction does not materially affect the contract.
- You may not transfer any of your rights or obligations under our contract with you to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under the

contract to another organisation, but this will not affect your rights under these terms.

- If any court or competent authority decides that any of the provisions of these terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be served from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
- No person who is not a party to our contract with you shall have any rights under or in connection with it.
- All written communications by you to us must be sent by first class post to East Lancashire Railway, Bolton Street Station, Bolton Street, Bury, BL9 0EY or by email to lornakelly@eastlancsrailway.co.uk
- We regret that, other than guide dogs, hearing dogs and other assistance dogs, no pets or other animals are permitted at the venue on your wedding day.
- Please read and accept our full terms and conditions including conditions of carriage at <http://www.eastlancsrailway.org.uk/terms-and-conditions.aspx>

Carers

Carer Tickets and Accessibility

The East Lancashire Railway welcomes visitors of all abilities and is committed to making our services as accessible and inclusive as possible.

To support guests who need essential assistance during their visit, we offer one complimentary Carer ticket for a person accompanying a paying visitor who is unable to access the railway independently due to a disability or health condition.

Who is eligible

A complimentary Carer ticket is available when a visitor requires personal support to travel safely and enjoy their experience.

This may include help with communication, mobility, personal care, or ensuring the visitor's safety and well-being.

Carer tickets are intended as a reasonable adjustment under the Equality Act 2010 – they are not a general concession or group discount.

Only one free Carer ticket will be issued per paying disabled visitor.

A carer must be aged 18 or over and capable of providing the necessary support for the person they are accompanying throughout their visit. The carer must remain with the person they are always supporting and be able to assist in the event of an evacuation or emergency.

Proof of eligibility

To qualify for a complimentary Carer ticket, visitors will be asked to provide one of the following forms of evidence on the day of travel (original document or clear digital copy), together with matching photo identification if the document does not include a photo:

Personal Independence Payment (PIP) award letter

Disability Living Allowance (DLA) award letter

Attendance Allowance award letter

Employment and Support Allowance (ESA)

War Disablement Pension

Blue Badge (photo side)

Access Card with a “+1” symbol

A letter from a registered medical professional (GP, nurse, consultant, social worker, etc.) confirming that support is required due to a disability or medical condition (dated within the last 12 months)

We reserve the right to request proof at the point of travel or refuse a Carer ticket if sufficient evidence is not provided.

Important information

- Carer tickets must be booked alongside a **full-price** adult or child ticket.
- The complimentary ticket is issued **solely for the purpose of providing assistance** – it cannot be used independently of the person being supported.
- Carer tickets are **not available on Dining with Distinction experiences, premium events, or chartered services.**
- Carers remain responsible for the person they are always accompanying.

Our complaint handling process

Our complaint handling process is simple and easy to use.

Making a complaint directly to a member of staff: If you have made a complaint, they will try to resolve this on the spot involving the immediate manager or supervisor if necessary.

Where this is not possible, the immediate manager, if appropriate, may investigate to try and resolve the problem quickly, in which case they will contact you directly. If your complaint is still not resolved it will be passed to the Customer Service team and dealt with as described in the section below.

Substitution of Locomotives

While every effort is made to operate advertised services with the scheduled locomotive, the Company reserves the right to substitute the advertised locomotive with another heritage locomotive (steam or diesel) at its discretion and without prior notice.

Substitutions may be necessary for reasons including, but not limited to, adverse weather conditions (e.g., high fire risk), mechanical issues, operational constraints, or safety considerations.

Such substitutions shall not constitute a significant alteration of the service and do not entitle passengers to a refund, partial refund, compensation, or transfer, provided the advertised journey, catering provision (if applicable), and other core elements of the experience are fulfilled with reasonable care and skill.

By purchasing a ticket, passengers accept that locomotive substitutions are a recognised possibility inherent to the operation of heritage railways and do not diminish the service's overall value when delivered per these terms.