East Lancashire Railway, Bolton Street Station, Bury. Lancs. BL9 0EY
Tel: 0330 320 2830 Email: dwd@eastlancsrailway.co.uk

Dining with Distinction – Terms & Conditions

- Dining experiences start and finish at Bury Bolton Street Station. The train cannot be joined at any other station.

- All tickets are sold by the East Lancashire Railway or its Ticket Agents (Quay Tickets). The tickets remain the property of the East Lancashire Railway for whom Quay Tickets have sold the ticket. It is your responsibility to check the details on your ticket, as mistakes cannot always be rectified at a later date.

- Tickets can only be purchased for personal use, not as part of any business or commercial activity. Resale or attempted resale at a premium is grounds for cancellation without notice or refund.

- Every effort will be made to ensure that steam locomotives haul our dining services, apart from our murder mystery, comedy nights and advertised diesel hauled experiences. However, should a steam locomotive be unavailable, the East Lancashire Railway reserves the right to substitute a heritage engine without prior notice and no refunds or exchanges will be given.

- We reserve the right to suspend, reschedule or cancel services if operational circumstances or safety make this necessary. If an event is cancelled by us, you are eligible to receive a refund within 28 days for the cost of the tickets. Refund protection insurance, booking fees and/or ticket fees are non-refundable in all circumstances. Alternatively, you can opt for a transfer to a different date or a gift voucher to re-book in the future.

- Any authorised refunds will be processed within 28 days of request. The amount refunded will not include any non-refundable elements of your booking such as booking insurance, booking fees or e-ticket cost.

- If you have purchased flowers as an add-on, these are non-refundable within 7 days of an event.

- Secure my booking (refund protection) is not a mandatory element of your booking and is not provided by or underwritten by The East Lancashire Railway. It is an opt in extra which is sold by our ticket provider Quay Tickets on behalf of the insurance company. Any claims or 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).

- Occasionally, due to changes to operations, it is necessary to alter the timings of an experience. Should this be the case, we will endeavor to contact you before the event, via the email address on your booking, to advise of the amended times.

- We reserve the right to alter or vary an event/experience due to events beyond our reasonable control, without being obliged to refund monies or exchange tickets.

- Regretfully, we cannot delay departure times, so you must arrive in plenty of time for your experience. Those who arrive late and have missed their train are not entitled to any form of refund.

- Occasionally, authorised external filming maybe taking place across the railway. Please speak to the dining manager if this would present a problem to you as the customer.

- During some of our dining experiences, photographs may be taken by us or our sub-contractors for social media and/or marketing purposes. Should you not wish to be included in any images, please ensure you advise a member of staff at the start of the event.

- The East Lancashire Railway accepts no responsibility for any personal property. Items found on the dining train will be kept in lost property for a minimum of 30 days. Contact dwd@eastlancsrailway.co.uk with a full description of the lost item.

- Any person whom the Dining with Distinction team has reasonable grounds to believe is likely to act in a riotous, disorderly, disruptive, unsafe, inappropriate or offensive manner, or who risks spoiling the experience for other guests, may be refused access to the dining train or required to leave the train, station and/or other premises. This may include, but is not limited to:

    - Any guests deemed to be too intoxicated.
    - Guests using inappropriate language and/or swearing.
    - Any guests found to be smoking or vaping on-board.
    - Any guests that behave in a threatening, disrespectful or abusive manner to staff, volunteers or other guests.
    - Any guests found to be drinking their own alcohol (other than advised corkage for wine, prosecco or champagne). In any instance the police may be called to intervene further
    - Should you be required to leave part-way through an experience, you will be required to get off at the next station where you will be escorted off the premises and will have to make your own way home.

- Dogs and other animals are not permitted on board our dining trains. We can accommodate registered assistance/guide dogs, but must be notified in advance. They will need to stay under your table throughout the journey to keep walkways hazard free.
- A corkage fee of £12.50 applies per bottle of champagne/wine/prosecco brought on board. Spirits, beers, ciders, lagers and other drinks are not permitted to be brought on board by guests. We have an extensive on-board bar for your convenience. Any drinks purchased from The Trackside Bar before departure can be brought on board.
- Smoking and vaping are strictly prohibited on board. Please use the designated areas on the platforms for this activity.
- All dining experiences have a set menu. Dietary requirements or allergies must be advised at least 7 days prior to event.
- Food may contain or have come into contact with peanuts, tree nuts, soybeans, milk, eggs, wheat, shellfish, fish or other allergens. 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.
- All catering staff follow strict procedures on the train to avoid cross-contamination. However, as a range of ingredients and food items come from their suppliers, The East Lancashire Railway cannot 100%

guarantee that food has not come into contact with any allergens prior to being prepared and/or cooked by our caterers.

- We can only accommodate vegetarian or gluten-free requirements on our afternoon tea services. We cannot accommodate vegan, dairy-free, lactose-free or diabetic requirements, or those with allergies for this experience.
- Babies and Toddlers are welcome on our daytime experiences at no extra cost. However, they will not receive a seat or a meal
- Unfortunately, we are unable to accommodate prams or provide highchairs on-board, due to the need to keep the narrow aisles clear, so young children must be seated on an adult's knee.
- Child tickets can be purchased for children under 12 for all luncheon experiences and the child will receive a smaller portion of the set menu. Children are welcome on our afternoon tea experiences but there is no option to purchase a child ticket for this experience so a standard adult ticket must be purchased if the child requires a seat and an afternoon tea.
- Under 16's are not permitted on any of our evening dining experiences. Premium Night & Wine Tastings are for over 18's only. Comedy Nights and Murder Mystery Evenings are for over 16's only.

A full list of FAQ's can be found on our website and any further information can be obtained by emailing us directly at DwD@eastlancsrailway.co.uk

Cancellation Policy – 2026 (Dining Services)

- 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.
We do understand life events occur that are beyond reasonable control and we will treat those enquiries with our sincere empathy, please contact dwd@eastlancsrailway.co.uk to discuss this further.
In such situations, where our team accept that these circumstances are applicable, and as long as the ELR or DwD are still fulfilling the service, the following charges will be applied for exchanges or refunds:

Midweek Lunch & Afternoon Teas	£19.00 per person
Lancastrian Lunches	£27.50 per person
Red Rose Diners	£30.00 per person
Murder Mystery/Comedy Nights	£32.50 per person
Wine Tasting Nights	£35.00 per person
Premium Nights	£38.00 per person
Festive Lunch	£27.50 per person
Festive Dinner	£30.00 per person

Full refunds, exchanges or gift vouchers are solely at the discretion of the team.

Unless a service or experience is cancelled by the ELR, then, weather conditions, travel issues (including road closures and police incidents), parking scenarios and unavailability, public transport issues, illness, death and sickness or arriving at the incorrect station are considered out of the control of the East Lancashire Railway and charges will apply as dictated. It is strongly advised that you purchase ticket protection insurance to ensure you have the relevant cover in place.