EAST LANCASHIRE RAILWAY

Carer Ticket Terms and Conditions

These conditions explain the East Lancashire Railway complimentary carer ticket, including eligibility, evidence, booking and product restrictions. They should be read with the General Booking Terms and Conditions, Conditions of Carriage and the conditions for the relevant service or event. ELR will consider reasonable adjustments in accordance with applicable law.

1 Purpose and eligibility

1.1 ELR offers a complimentary carer ticket to support a paying visitor who cannot access the railway independently because of a disability or health condition and requires essential assistance during their visit.

1.2 The support may include help with communication, mobility, personal care, safety or wellbeing. The ticket is intended to support access; it is not a general group discount.

1.3 One complimentary carer ticket is available per party, when a paying visitor meets the eligibility conditions. The carer must be aged 18 or over, capable of providing the necessary support throughout the visit, and able to assist in an evacuation or emergency.

1.4 The carer ticket must be booked alongside a full-price adult or child ticket. Complimentary carer tickets are not available with Kids Go Free tickets. The carer must accompany and support the visitor; the complimentary ticket cannot be used independently.

1.5 If a visitor needs more than one carer or the normal conditions do not meet their access needs, please contact us. We will consider the circumstances and any reasonable adjustments required by law rather than treating the published limit as an automatic refusal.

2 Where tickets are available

2.1 Complimentary carer tickets are available on eligible standard services and applicable events, subject to the booking and product information. Where a service or event has specific arrangements, these will be stated before booking.

2.2 The general published policy excludes complimentary carer tickets from Dining With Distinction, premium events and chartered services. Please contact ELR to discuss access needs and reasonable adjustments for these products; this policy does not remove any rights under equality law.

2.3 Santa Specials, SEND Family Santa Specials and Halloween Ghost Trains advertise a complimentary carer ticket. One complimentary carer ticket is available per party. Please contact the booking office to discuss the particular event and any additional access requirements.

2.4 Day Out With Thomas has separate event conditions. Please check the specific event information or contact the booking team before purchasing.

3 Evidence of eligibility

3.1 The published policy asks the visitor to present one of the following on the day of travel: a Personal Independence Payment (PIP), Disability Living Allowance (DLA) or Attendance Allowance award letter; Employment and Support Allowance (ESA) evidence; evidence of a War Disablement Pension; a Blue Badge showing the photograph side; or an Access Card showing the +1 symbol.

3.2 A letter from a registered medical professional or social worker confirming that support is required because of a disability or medical condition, dated within the last 12 months, is also listed in the published policy.

3.3 The policy accepts an original document or clear digital copy and asks for matching photo identification where the evidence does not include a photograph. Please bring the evidence when travelling; staff will only ask to see what is reasonably needed to verify the entitlement.

3.4 If you do not have one of the listed documents, cannot provide photo identification, or would find the evidence requirement difficult, contact the booking team. We will discuss appropriate alternative evidence and reasonable adjustments. Do not send medical information unless specifically requested through an appropriate channel.

4 Booking and using a ticket

4.1 To arrange a complimentary carer ticket, contact the booking line on 0333 320 2830 or visit an ELR station booking office. For events with reserved seating or an accessible carriage, contact the team in advance where possible so that suitable arrangements can be discussed.

4.2 An advance request can help us prepare but does not prevent you asking for assistance on the day. Availability of an accessible space depends on the service and rolling stock; we will discuss the arrangements and reasonable alternatives with you.

4.3 The carer ticket is valid for the same date, service and entitlement as the associated paying visitor's booking, unless the event information clearly states otherwise. Any separate supplement or product not included in the paid ticket will be explained before booking.

4.4 Keep the tickets or booking confirmation available for inspection. If the arrangements change, or the person providing support needs to change, contact the booking team so we can help.

5 Accessibility and assistance

5.1 ELR welcomes disabled visitors and will make reasonable adjustments in accordance with applicable law. Heritage stations, rolling stock and facilities vary in accessibility.

5.2 Please tell us about any access needs, including wheelchair access, boarding assistance, seating or assistance dogs, so that we can discuss the facilities available. Visitors are not required to disclose more medical information than is reasonably necessary to arrange assistance.

5.3 Guide and assistance dogs are welcome, subject to reasonable arrangements for safe access and applicable law. The dog's handler remains responsible for its control.

6 Changes and contact

6.1 If ELR changes or cancels a service, the General Booking Terms and relevant product conditions apply. A complimentary carer ticket has no separate cash price, but this does not affect any refund or other remedy due for the associated paid booking.

6.2 For booking, eligibility or accessibility enquiries, call 0333 320 2830, visit a staffed booking office or email customer.services@eastlancsrailway.co.uk. Contact us if the published arrangements do not meet your needs.

6.3 These conditions are a working draft and should be read with the relevant event information. Nothing in them limits applicable statutory rights or ELR's duty to consider reasonable adjustments.