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

Dining With Distinction Terms and Conditions

These conditions apply to Dining With Distinction bookings. They explain the arrangements for dining services, seating, food and dietary requirements, and changes or cancellations. Read them alongside the ELR General Booking Terms and Conditions and Conditions of Carriage. Nothing in these conditions affects your statutory rights.

1 About these conditions and your booking

1.1 These conditions apply to Dining With Distinction experiences purchased from the East Lancashire Railway (ELR, we, us or our), including bookings made through an authorised ticketing agent.

1.2 The General Booking Terms govern your purchase and the Conditions of Carriage apply to travel. If these dining conditions differ from the General Booking Terms on a matter specific to your dining booking, these dining conditions apply to that booking.

1.3 The product description and booking information will explain the experience, price, date, time, inclusions and material restrictions. Please check your confirmation promptly and contact us if anything is incorrect.

1.4 Where you book for other people, please make sure they are aware of the relevant conditions and provide accurate information about their needs and meal choices.

2 Departure and the experience

2.1 Dining With Distinction services start and finish at Bury Bolton Street station. You cannot join the dining train at another station.

2.2 Please arrive in good time for your departure and follow the joining instructions supplied with your booking. The train cannot normally be held for late arrivals. If you miss your train for reasons for which ELR is not responsible, a refund will not normally be provided.

2.3 Your booking is for the date and service shown. A dining ticket does not include additional standard travel, a different event or other products unless expressly stated.

2.4 We will take reasonable care to operate the advertised experience. The route, timetable or duration may need to change for operational, safety or other necessary reasons. Where reasonably practicable, we will contact booked customers about significant changes.

3 Seating and supplements

3.1 Seating is allocated for dining. The booking information will explain your seating arrangement and whether you may share a table with other guests.

3.2 A Table for Two or other seating supplement is payable only where offered and selected or otherwise expressly included in your booking. We will make the amount clear, whether it is charged per person or per table, and what it provides before payment.

3.3 Where a specific table or seating arrangement forms part of the booking, we will make reasonable efforts to provide it. If a change is necessary, we will explain the options available. Where a paid seating arrangement cannot be supplied, an appropriate refund of the supplement or other remedy may be due.

3.4 Please tell us before booking about accessibility or seating requirements so that we can discuss the available arrangements. We will make reasonable adjustments in accordance with applicable law.

4 Food allergies and dietary requirements

4.1 Dining experiences generally use set menus, with the choices offered for each diner set out in the 2027 product menu and booking information. Guests must select any available menu options as instructed before the service. The relevant menu, price and material dietary limitations will be made clear before purchase.

4.2 Please tell us about allergies or dietary requirements when booking and, wherever possible, at least three days (72 hours) before the scheduled departure by contacting dwd@eastlancsrailway.co.uk. If we are told less than three days before departure, the Dining team will contact you directly to assess what can safely be provided; a suitable alternative cannot be guaranteed at short notice.

4.3 Please give accurate details of each guest's allergies, intolerances and dietary needs. A vegetarian or gluten-free menu description does not, by itself, establish that a meal is suitable for an individual allergy. If you have a serious allergy or coeliac disease, please discuss the ingredients and any cross-contact risk with the Dining team before booking or choosing a meal.

4.4 ELR will provide accurate allergen information and take reasonable precautions when preparing and serving food, including communicating requirements to its catering providers. Because allergens may be handled by suppliers or in shared catering environments, ELR will explain any relevant risk of cross-contact; no customer is required to accept a meal that cannot safely meet a disclosed requirement.

4.5 Gluten-free and vegetarian Afternoon Tea options are available when requested. Options for other dietary needs, Cream Tea, Fish and Chips, and individual dining experiences depend on the specific menu and catering arrangements; the Dining team will confirm whether it can safely provide a requested option. The website and booking information must accurately distinguish available choices between products.

4.6 Ingredient and menu changes may occasionally be needed for reasonable supply or operational reasons. ELR will take account of notified allergies and dietary requirements and explain any material change and the options available. A substitute meal must not be presented as suitable for a disclosed allergy without an appropriate assessment.

4.7 The 2027 menu choices for children and adults are provided as the advertised set options for the relevant experience. Customers should not assume that any menu is interchangeable with another product. If the Dining team cannot safely accommodate a requested dietary requirement, it will discuss options with the customer; the customer's legal rights remain unaffected.

5 Children and age restrictions

5.1 Children aged 0 to 15 must be accompanied and supervised at all times by a responsible adult aged 18 or over. Young people aged 16 or 17 cannot act as the responsible adult for a younger child.

5.2 Babies and toddlers may attend daytime dining experiences free of charge if they remain at the same table as the rest of their booking party and do not need a separate seat or meal. If a separate place or meal is available, it must be booked and paid for. We cannot accommodate prams on board, and we do not provide high chairs.

5.3 For luncheon experiences, a child ticket is available for children under 12 and includes a choice from the published children's menu for the relevant 2027 service, rather than simply a smaller portion of the adult meal. Afternoon Tea does not have a separate child ticket: children needing their own seat and Afternoon Tea require an adult ticket.

5.4 Minimum ages for evening dining experiences vary by product and will be clearly stated at the point of booking. Premium Nights and Wine Tastings are for guests aged 18 and over. Murder Mystery Evenings are for guests aged 16 and over. The minimum age for Red Rose Diner services in 2027 remains subject to final approval and must be confirmed before those tickets are offered. Do not apply the former blanket restriction on all under-16s attending evening dining where an individual experience has a different approved age rule.

5.5 For 2027, no Comedy Nights are currently planned. Age limits for any newly introduced or reinstated evening experience must be stated clearly before booking.

6 Accessibility and assistance dogs

6.1 Bury Bolton Street station has step-free access and accessible toilet facilities. Because of the dining carriages' design, passengers cannot remain in their wheelchairs while dining, and wheelchairs cannot be carried on board the dining vehicles under the current published arrangements. A boarding ramp is available where suitable to assist passengers.

6.2 Accessibility varies between the heritage carriages and services. If a guest has mobility needs, please get in touch with the Dining team in advance where possible so we can discuss boarding assistance and, subject to the available layout, allocate seating closer to the carriage entrance. Advance notice helps arrangements but is not a blanket condition of receiving reasonable assistance or adjustments.

6.3 Pet dogs and other pets are not permitted on dining trains. Guide dogs are welcome. Please let the Dining team know in advance, where possible, so we can allocate a larger table with sufficient space for the dog to rest underneath and keep routes clear. Lack of advance notice or a particular registration document will not automatically prevent travel with an assistance dog; ELR will consider reasonable arrangements in accordance with applicable law.

6.4 The published arrangements for wheelchair users remain in place: a suitable boarding ramp is available, but guests cannot remain in a wheelchair whilst dining and wheelchairs cannot be carried in dining carriages. Please discuss specific access requirements with ELR in advance where possible so that an appropriate assessment can be made.

7 Drinks and conduct

7.1 Guests may bring their own wine, prosecco or champagne on board subject to corkage of £12.50 per bottle. Spirits, beers, ciders, lagers and other drinks must not be brought on board unless expressly agreed. Drinks bought from The Trackside Bar before departure may be taken on board. The corkage charge and any permitted exclusions will be made clear before booking or purchase.

7.2 Alcohol sales and service are subject to licensing requirements. Smoking and vaping are prohibited on board. Please use any designated platform smoking area.

7.3 Guests must behave reasonably and follow lawful and reasonable instructions. ELR may refuse access or require a guest to leave where reasonably necessary because of serious or repeated unsafe behaviour, excessive intoxication, threats, abuse or serious disruption, as set out in the Conditions of Carriage.

7.4 If a guest must leave during a journey, staff will consider a safe and suitable location and the individual circumstances, including any accessibility or welfare needs. Any refund decision will take account of the circumstances and legal rights.

8 Customer cancellations and changes

8.1 If you wish to cancel or change your booking, contact the Dining team promptly. Cancellation notice is measured from when ELR receives the request until the scheduled dining departure, with one day meaning 24 hours. The published customer cancellation arrangements are set out in the table below, subject to clause 8.2 and statutory rights.

Notice before scheduled departure	**Published customer cancellation arrangement**
More than 21 days	100% refund of the dining ticket price to the original payment method. The original booking fee is treated under clause 8.2.
At least 7 days and up to 21 days	Choice of a gift voucher for 100% of the dining ticket price, or a 75% refund of the dining ticket price to the original payment method. The original booking fee is treated under clause 8.2.
At least 3 days and less than 7 days	Gift voucher for 50% of the dining ticket price. The original booking fee is treated under clause 8.2.
Less than 3 days, including non-attendance	No standard refund under the published customer-cancellation offer, subject to the fairness and statutory-rights safeguards in clause 8.2.

8.2 The table sets out ELR's published customer cancellation offer. On a customer-requested cancellation, an original booking fee may be retained only where that treatment was clear before purchase and is fair and legally permitted. Any sum retained must be reasonable in light of ELR's net losses, taking account of costs saved, any places resold and unavoidable catering or other third-party commitments. ELR will not recover twice for the same loss. Where law requires a greater refund, that right prevails; the 'no refund' band does not remove statutory rights.

8.3 ELR does not normally take deposits for individual Dining With Distinction bookings. The Dining team may hold or manage group reservations directly and coordinate payment with Accounts. Any applicable group payment deadlines and cancellation arrangements must be agreed and communicated before the group booking is confirmed.

8.4 Flowers are available as an optional extra for £40. Prosecco and champagne are also available as optional extras at the prices displayed when booking. If a customer cancels after an extra has been ordered, any non-recoverable supplier cost may be taken into account when assessing a reasonable cancellation charge. Optional extras and any relevant cancellation restrictions must be explained before payment.

8.5 Where a monetary refund is available, it will normally be paid to the original payment method. Where the published scale offers a gift voucher, ELR will explain its value, validity and redemption terms before it is accepted. A voucher or transfer may be offered on a discretionary basis, but a customer will not be required to accept one in place of a monetary remedy owed by law.

8.6 Requests for transfer or exceptions to the published cancellation scale will be considered at ELR's discretion. ELR will exercise that discretion fairly and consistently. Costs already committed to Lords or another catering or third-party supplier may be relevant to any reasonable loss assessment, but are not an automatic additional charge above amounts lawfully recoverable.

9 Changes, cancellation and refunds by ELR

9.1 ELR may need to change or cancel a service because of mechanical problems, infrastructure, safety, weather or other operational circumstances. We will take reasonable steps to notify booked customers as soon as practicable.

9.2 We aim to operate steam-hauled dining services where advertised, except for experiences advertised as diesel-hauled, including applicable Murder Mystery and Comedy Nights. If steam is unavailable, another suitable locomotive may be used. A substitution does not automatically entitle every guest to a refund; we will consider the advertised experience, the significance of the change and the circumstances, without restricting statutory rights.

9.3 If ELR cancels the experience and cannot provide it, we will offer the remedy to which you are entitled. Where a full refund is due, this includes mandatory ELR booking and ticket fees paid for the booking. An alternative date or credit may be offered by agreement; you do not have to accept either instead of a refund to which you are entitled.

9.4 If a change materially affects the experience, contact us. Depending on the circumstances and your rights, an appropriate refund, price reduction or agreed alternative may be available. An event going ahead does not automatically remove a right to a remedy for a material failure.

9.5 Refunds will be made without undue delay and within any applicable legal deadline. Where a price reduction is due under section 56 of the Consumer Rights Act 2015, a refund will be given within 14 days of agreement that it is due, using the original payment method unless you expressly agree otherwise. No refund fee will be charged.

9.6 Optional refund protection is a separate product. Its claims and cancellation arrangements depend on the provider's terms, which must be made clear before purchase. This does not limit ELR's responsibility for its own booking or statutory rights.

10 Photography property and enquiries

10.1 Photography or filming may take place during an experience. Appropriate information about the purpose and any choices available will be provided. Tell a member of staff if you have concerns; further information is in the ELR Privacy Notice.

10.2 Please take reasonable care of your belongings. If you lose an item, contact the dining team with a description. ELR will take reasonable care of property handed to it and deal with unclaimed items under its lost-property arrangements. Nothing in these terms excludes liability that cannot lawfully be excluded.

10.3 For dining enquiries, dietary information or complaints, email dwd@eastlancsrailway.co.uk. Include your booking reference and experience date where available.

10.4 These conditions are governed by the law of England and Wales without removing mandatory consumer protections applicable elsewhere in the United Kingdom. Nothing in them affects your statutory rights.