EAST LANCASHIRE RAILWAY

Gift Voucher Terms and Conditions

These conditions apply to East Lancashire Railway Experience Vouchers and Activity Vouchers. Experience Vouchers are for a named product and are valid for two years. Activity Vouchers have a monetary value and are valid for one year. The two types have different redemption arrangements, explained below. These conditions should be read alongside the ELR General Booking Terms and Conditions and the terms applying to the product booked. Nothing in these conditions affects your statutory rights.

1 About these conditions

1.1 These conditions apply to Experience Vouchers and Activity Vouchers purchased from the East Lancashire Railway (ELR, we, us or our). The voucher information provided at purchase will identify the type, expiry date and, where applicable, the named product or value.

1.2 Please check the details when your voucher is issued and contact us promptly if anything is incorrect. A voucher may be given to another person to use unless the product information states that it is personal to a named recipient.

1.3 The General Booking Terms and Conditions apply to the purchase. Once a voucher is redeemed, the conditions for the booked travel, event or experience also apply. Material restrictions will be made clear before purchase.

2 Experience Vouchers

2.1 An Experience Voucher is valid for the specific experience or product named on it. It cannot be used as a general monetary voucher for another product unless ELR expressly agrees to an alternative.

2.2 Experience Vouchers are valid for two years from the date of purchase. The expiry date will be shown on the voucher or supplied with it. The voucher must be redeemed by that date.

2.3 Experience Vouchers may be redeemed online in advance, where the named product can be booked online, or in person at Bury Bolton Street station. They cannot be redeemed in person at Heywood, Ramsbottom or Rawtenstall or on board a train.

2.4 Booking is subject to dates, places and any product-specific age, other requirements communicated before purchase. Holding a voucher does not reserve a date or place. We recommend booking as early as possible.

2.5 If the named experience is permanently withdrawn or cannot be provided, contact ELR. We will explain the options available, which may include an appropriate alternative, credit or refund depending on the circumstances and your legal rights. You will not be required to accept an alternative in place of a refund to which you are entitled.

3 Activity Vouchers

3.1 An Activity Voucher is a monetary voucher for the value purchased. The value is stated on the voucher or in the confirmation.

3.2 Activity Vouchers are valid for one year from the date of purchase. The expiry date will be shown on the voucher or supplied with it. The voucher must be redeemed by that date.

3.3 Activity Vouchers may be redeemed online in advance towards any ELR product available to book online, except Day Out With Thomas. The exclusion applies to Day Out With Thomas tickets and products.

3.4 For standard travel, an Activity Voucher may also be redeemed in person at a staffed booking office at Heywood, Bury, Bolton Street, Ramsbottom or Rawtenstall. Redemption is subject to the booking office being open. Activity Vouchers cannot be redeemed on board a train.

3.5 In-person redemption at these stations applies to standard travel. For other eligible products, book online in advance using the voucher, unless ELR expressly provides another redemption method.

3.6 If the total purchase price exceeds the voucher value, the difference must be paid using an accepted payment method. Any mandatory booking charges will be shown before the booking is completed.

3.7 No cash change is given when an Activity Voucher is used. If the purchase costs less than the available voucher value, the unused balance remains on the voucher and may be used towards another eligible purchase until the voucher expires. For example, if you spend £30 using a £50 voucher, the remaining £20 stays on the voucher until it expires.

4 Redeeming a voucher

4.1 To redeem online, enter the voucher code during the booking process before completing payment. At a staffed booking office, present the voucher or code to the member of staff before the ticket is issued.

4.2 Voucher validity relates to redemption by the stated expiry date. Any requirement for travel or the experience itself to take place by a particular date will be shown with the voucher or product before purchase.

4.3 Please check the date, product and number of people before confirming your booking. Once a booking is confirmed, the cancellation and change conditions for that product apply, alongside any statutory rights.

4.4 Vouchers are accepted only when valid and capable of verification. ELR may refuse a voucher with no remaining value, a fully redeemed Experience Voucher, or a voucher which has been altered or is reasonably believed to have been obtained or used fraudulently. We will investigate any disputed use fairly.

5 Expiry and availability

5.1 The applicable expiry date and the main restrictions will be made clear before purchase and provided with the voucher. Expired vouchers are not normally accepted unless ELR agrees an extension or another remedy is required by law.

5.2 If suitable dates or the named product become unavailable, or you cannot redeem because of an ELR cancellation or technical problem, contact us before the voucher expires where possible. We will consider the circumstances and any contractual or statutory rights; an extension, alternative or refund may be appropriate.

5.3 Normal operational and capacity restrictions apply. An expiry or availability term does not remove your rights if ELR fails to provide what was promised or otherwise breaches its legal obligations.

6 Loss cancellation and refunds

6.1 Treat voucher codes like cash and do not share them publicly. If a voucher is lost or a code is disclosed, contact ELR promptly. We will assess whether we can verify its purchase and unused status and whether we can safely replace it.

6.2 A voucher is not normally exchangeable for cash simply because the holder no longer wishes to use it. This does not affect any applicable cancellation right or other statutory right.

6.3 Where a voucher was purchased online or by telephone, any applicable cancellation rights and instructions will be provided with the purchase. A voucher for a specific date or service may be subject to different rules. Nothing here removes a cancellation right that applies by law.

6.4 If ELR cancels a booking made using a voucher, or cannot provide what was contracted, we will explain the available remedy. Depending on the circumstances and your rights, this may include reinstating voucher value, an extension, a suitable alternative or a refund. We will not require you to accept voucher credit instead of a refund to which you are entitled.

6.5 Refunds will be processed without undue delay and within the period required by law. Where a refund is due, the method and amount will reflect the original payment and the applicable legal requirements.

7 Contact and general provisions

7.1 For voucher enquiries or help with redemption, contact Customer Services at customer.services@eastlancsrailway.co.uk. Please provide the voucher reference and enough information for us to investigate; do not publish your code.

7.2 ELR may update these conditions for future purchases. The conditions applying to a voucher will normally be those in force when it was purchased, unless a change is required by law or expressly agreed.

7.3 These conditions are governed by the law of England and Wales, without removing mandatory consumer protections that apply elsewhere in the United Kingdom. Nothing in these conditions affects your statutory rights.

Related documents

ELR General Booking Terms and Conditions
Applicable travel, event or experience conditions
Voucher and booking information provided at purchase