EAST LANCASHIRE RAILWAY

Kids Go Free Terms and Conditions

During 2027, up to two children aged under 16 may travel free with each qualifying adult on eligible standard Full Line Return and Day Rover tickets. These conditions explain eligibility, ticket requirements and exclusions. They should be read with the ELR General Booking Terms and Conditions, Standard Travel Conditions and Conditions of Carriage. Nothing in these conditions affects your statutory rights.

1 Promotion period

1.1 The Kids Go Free promotion applies to eligible travel from 1 January to 31 December 2027 inclusive, on dates when eligible standard passenger services operate.

1.2 The promotion applies to the travel date, rather than the date on which the tickets are purchased. It does not provide travel on days when no eligible service operates.

2 Eligible tickets

2.1 The offer is available only with qualifying adult Full Line Return or Day Rover tickets for standard travel. The applicable adult fare must be paid.

2.2 A Full Line Return includes one full line round trip as described when purchased. A Day Rover includes unlimited travel on eligible standard services on the date shown, within the route covered by the ticket.

2.3 The adult and free child tickets must cover the same travel date, route and ticket entitlement. A child travelling free with a Full Line Return cannot use that ticket as a Day Rover.

2.4 The offer is available through ELR's authorised advance booking and on-the-day ticket issuing arrangements, where the qualifying product is offered. Availability is subject to the operating timetable and safe train capacity. A ticket does not reserve a seat unless expressly stated.

3 Adults and children

3.1 A qualifying adult is a person aged 18 or over who holds an eligible adult ticket. A child for this promotion is a person aged under 16. Ages are assessed on the date of travel.

3.2 Each qualifying adult may bring a maximum of two children free. For example, one qualifying adult may bring two children free and two qualifying adults may bring four children free.

3.3 Children under 3 count towards the two free children per adult under this promotion. Any children above that allocation, including additional children under 3, must hold tickets at the applicable normal child fare.

3.4 Young people aged 16 or 17 are not eligible for free travel under this offer and must hold the appropriate ticket. A young person ticket does not provide a free child allocation.

3.5 A free carer or companion ticket does not itself provide a qualifying adult allocation. Any separate carer entitlement is governed by its own conditions.

4 Exclusions

4.1 The offer does not apply to single tickets, short trip tickets or other station to station tickets. Normal child fares and the usual infant arrangements apply to those products.

4.2 The offer does not apply to gala days or services, special events, Santa services, Dining With Distinction or other dining services, railway experiences, or separately ticketed premium products. A Full Line Return sold during a gala is excluded from Kids Go Free.

4.3 The offer cannot be combined with another offer, discount, promotional code or privilege fare. A qualifying ticket must be purchased at the applicable standard adult fare, including the published standard advance adult fare where available.

4.4 Free travel authorities, membership or staff travel benefits, residents fares and other reduced fare entitlements do not themselves qualify for a free child allocation under this promotion.

4.5 The offer covers eligible train travel only. It does not include separately charged activities, refreshments, supplements, reserved accommodation or event admission unless expressly included in the ticket description.

5 Obtaining and using tickets

5.1 Include every child in the booking or tell the booking office the number and ages of all children travelling, including those under 3. Obtain the tickets or travel authority required by the applicable booking or ticket issuing process.

5.2 Any children above the free allocation must be included at the appropriate paid fare. There are no standard travel family tickets or family packages for 2027.

5.3 Free child tickets must be used with the qualifying adult ticket and cannot be used independently, sold or transferred separately from it. The accompanying qualifying adult must travel with the children throughout their journeys.

5.4 Keep the adult and child tickets or booking confirmation available for inspection. ELR may request reasonable evidence of age or eligibility. If eligibility cannot be established, speak to staff so the appropriate fare can be arranged.

5.5 If you change the party size or ticket type, the free child allocation must be checked again. Additional fares may be payable if the revised booking no longer meets these conditions. Any charge will be explained before the change is agreed.

5.6 The promotion does not remove any applicable booking fee. Mandatory charges will be included in the total presented before purchase. The offer cannot normally be applied retrospectively to a completed booking.

6 Supervision and safety

6.1 All children aged 0 to 15 must be accompanied at all times by a responsible adult aged 18 or over, including on trains, at stations and in event spaces. A person aged 16 or 17 cannot act as the responsible adult for a younger child.

6.2 The accompanying adult must appropriately supervise children in their care throughout the visit and follow reasonable safety instructions. Free travel does not provide a separately reserved seat or change the Conditions of Carriage.

6.3 Choose services which allow the whole party to complete the intended journey and return. Check the published timetable, as not every train serves every station or operates over the full line.

7 Changes, cancellations and refunds

7.1 The normal customer cancellation and amendment conditions for the qualifying adult ticket apply. If a qualifying adult ticket is cancelled or refunded, the linked free child tickets cannot continue to be used independently.

7.2 Free child tickets have no separate cash value. If ELR cancels or materially changes the contracted travel, any refund or other remedy will be assessed against the amount paid and the applicable booking and travel conditions. A free child ticket does not remove the party's statutory rights.

7.3 Any change to the promotion for future sales will not reduce an entitlement already confirmed for an existing booking, unless required by law or expressly agreed with the customer.

8 Enquiries and related conditions

8.1 For booking questions, eligibility queries or concerns during your visit, speak to an ELR booking office or member of staff. Customer Services can also be contacted at customer.services@eastlancsrailway.co.uk.

8.2 These promotional conditions govern eligibility for Kids Go Free. The General Booking Terms and Conditions, Standard Travel Conditions and Conditions of Carriage continue to govern the purchase and journey. Nothing in these conditions excludes or limits your statutory rights.

Document control

ELR Kids Go Free Terms and Conditions