EAST LANCASHIRE RAILWAY

Residents Permit Terms and Conditions

These conditions explain who can apply for an East Lancashire Railway Residents Permit, the required documents, how long it is valid, and when you can use discounted fares. Read them with the ELR General Booking Terms and Conditions, Conditions of Carriage and the fare information applicable to your journey. Nothing in these conditions affects your statutory rights.

1 Who can apply

1.1 The Residents Permit scheme is available to adults aged 18 or over who live in and pay council tax to Bury Council, Rochdale Borough Council or Rossendale Borough Council. We must verify eligibility and address before issuing a permit.

1.2 Each permit is issued to one named individual for their personal use. Each eligible adult in a household must apply for and hold their own permit. No one may use another household member's permit.

1.3 The named applicant must attend in person to collect their permit and provide the required documents. We will not issue a permit until we have verified eligibility and identity.

2 Applying and identification

2.1 You may apply online or at a station where permits are issued. The current advertised permit fee is £5. Any fee and mandatory booking charge will be shown before purchase.

2.2 To complete the application and have a permit issued, bring current proof of address showing your name and address: a council tax bill or an official letter; valid photographic identification, such as a passport or driving licence; and one passport-style photograph.

2.3 If you applied online, also bring your booking confirmation. Proof must establish eligibility for the scheme, including residence in one of the qualifying council areas. ELR may ask for further appropriate evidence where the documents supplied do not establish eligibility.

2.4 Original documents should be presented. Copies or photographs of documents may not be accepted. If you cannot provide the requested documents, please get in touch with the booking office to discuss suitable evidence before visiting.

2.5 ELR may decline to issue a permit where eligibility cannot be verified. If an online application cannot be completed, contact us to discuss the options and any refund due in the circumstances.

3 Validity renewal and changes

3.1 A Resident Permit is valid for two years from the date of issue. The permit shows the expiry date. A valid permit must be held on the date of travel to claim the resident fare.

3.2 The permit does not renew automatically. To renew, submit a new application and provide current eligibility evidence, a photograph, and the applicable fee requested at that time.

3.3 If you change address or no longer meet the eligibility criteria, please tell ELR. Continued use of the permit will be considered in light of the scheme's eligibility requirements.

3.4 If a permit is lost, damaged or stolen, contact a booking office. ELR will explain whether it can verify and replace the permit and any replacement charge before a replacement is issued. A discounted ticket cannot normally be issued without a valid permit or other confirmation accepted by ELR.

4 Resident discounted fares

4.1 A valid Residents Permit gives the named holder access to resident discounted fares on standard running days. A separate discounted ticket must be purchased for each journey or travel entitlement; the permit itself is not a ticket.

4.2 Different resident discounted fares are available on gala days. Gala fares, ticket types, permitted trains and restrictions will be published for each event and may differ from those on standard running days.

4.3 Discounted fares are not available on any other products or events, including Dining With Distinction, Santa Specials, Day Out With Thomas, other special events, experiences, gift vouchers and supplements.

4.4 The prices, eligible ticket types, available routes and dates will be published in the applicable fares information. The discount does not guarantee a particular train, seat or service, and travel is subject to the published timetable and safe capacity.

4.5 Residents Permit discounted tickets cannot be used with any other offer, promotion or discount, including Buy One Get One Free or Kids Go Free. A customer may choose the eligible fare or offer that best suits their party.

5 Children and young people

5.1 Each adult who holds a valid Residents Permit and purchases the applicable resident adult ticket may buy resident discounted tickets for up to two accompanying children or young people aged up to and including 17.

5.2 Each accompanying child or young person must have the appropriate ticket for their age and the service. A child or young person does not need their own Residents Permit. Resident discounted tickets for children and young people cannot be used independently of the permit holder.

5.3 Where more than two children or young people accompany one permit holder, additional passengers must hold tickets at the appropriate fare unless another eligible permit-holding adult in the party purchases their resident discounted tickets. Each adult is entitled to two.

5.4 Children aged 0 to 15 must be accompanied at all times by a responsible adult aged 18 or over. Young people aged 16 or 17 may ordinarily travel independently but must travel with the permit holder when using the resident discount. A person aged 16 or 17 cannot act as the responsible adult for a child aged 0 to 15.

5.5 Normal under-3 fare arrangements apply as published for the ticket or event. Any infant travelling on a resident discounted ticket is included in the maximum of two accompanying children or young people per permit holder.

6 Using your permit and tickets

6.1 The named permit holder must travel with the party using their resident discounted tickets. Present the valid permit when purchasing tickets and when reasonably requested for inspection, together with the tickets or booking confirmation.

6.2 Permits and discounted tickets must not be altered, copied, lent or used fraudulently. If you cannot provide a valid permit or reasonable evidence of eligibility, staff may require payment of the appropriate fare. Contact staff if there is a difficulty so that the circumstances can be considered.

6.3 ELR may withdraw or refuse a permit or discounted ticket where there are reasonable grounds to believe it has been deliberately misused or obtained fraudulently. ELR will consider the circumstances fairly and any applicable legal rights.

7 Changes, cancellations and enquiries

7.1 If ELR changes or cancels a booked service, the General Booking Terms and the conditions for the ticket purchased apply. These include any refund or other remedy available in the circumstances. Nothing in the Residents Permit scheme removes your statutory rights.

7.2 ELR may update the scheme, fares and conditions for future purchases. We will provide relevant information before purchase and will not retrospectively remove rights under an existing contract unless required by law or expressly agreed.

7.3 For enquiries, contact an ELR booking office or Customer Services at customer.services@eastlancsrailway.co.uk. ELR handles application and identity information in accordance with its Privacy Notice.

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

Document control

ELR Residents Permit Terms and Conditions