EAST LANCASHIRE RAILWAY

Santa Specials Terms and Conditions

These conditions cover your Santa booking, including tickets, gifts, seating, assistance, changes and cancellations. Read them alongside the ELR General Booking Terms and Conditions, Conditions of Carriage and Carer Ticket Terms. The event description will explain what is included on your chosen service. Nothing in these conditions affects your statutory rights.

1 Your booking

1.1 These conditions apply to Santa Specials and SEND Family Santa Specials supplied by the East Lancashire Railway (ELR, we, us or our), and to a Heywood Santa Shuttle where included or separately booked. These conditions take priority over the General Booking Terms on matters specific to these products.

1.2 The price, date, departure time, ticket categories, seating and inclusions will be stated before purchase. Your booking is valid only for the date and Santa departure shown. Santa trains have allocated seating and must be booked in advance; tickets are not sold on the day.

1.3 Check the confirmation promptly and contact us if anything is incorrect. The person booking should ensure their party knows the joining instructions and relevant conditions.

1.4 Standard travel tickets, resident discounts, ELRPS tickets, rail staff and HRA travel passes do not provide admission or discounted Santa travel. Kids Go Free does not apply. Only an offer expressly advertised for the Santa product may be used. Eligible gift vouchers may be redeemed under the Gift Voucher Terms.

2 Joining the train and Heywood shuttles

2.1 The Santa experience starts and finishes at Bury Bolton Street station. You cannot join the Santa train at an intermediate station and must remain on board during the round trip unless staff direct otherwise.

2.2 Please arrive at Bury Bolton Street at least 30 minutes before a standard Santa Special departure, or at least 40 minutes before a SEND Family Santa Special departure. Allow additional time for any Heywood shuttle journey. Follow the joining instructions for your booked service. The train cannot normally be held for late arrivals. Arriving within the recommended period does not by itself result in automatic refusal of boarding or loss of refund rights.

2.3 If you miss your Santa train for reasons for which ELR is not responsible, a refund is not normally available. Staff will consider whether an alternative can reasonably be offered. This does not restrict a remedy where ELR caused the problem.

2.4 A Heywood Santa Shuttle is a separate diesel railcar journey between Heywood and Bury. Purchase a shuttle ticket unless expressly included in your booking. Check the published shuttle timetable and choose a service intended to connect with your Santa departure.

2.5 Shuttle return tickets allow return on an eligible Bury to Heywood shuttle on the booked date, subject to the published service times and capacity. They do not provide unrestricted standard travel or admission to the Santa experience.

2.6 If an ELR shuttle sold to connect with your Santa service is disrupted, tell staff promptly. We will take reasonable steps to assist and consider the effect on the linked booking and any remedy due.

3 Children seating and gifts

3.1 Adults are aged 18 or over. Children aged 3 to 17 inclusive, including young people aged 16 or 17, require a child ticket and receive the child ticket inclusions, including an age-band gift. Ages are assessed on the date of travel. Under-3 ticket arrangements are explained below.

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

3.3 An Adult and Under 3 on Knee ticket includes one adult seat and the under-3 child sitting on that adult's lap, with the gift specified for that product. It does not include a separate seat for the child.

3.4 An under-3 child travelling free on an adult's lap without a gift-inclusive ticket does not receive a separate seat or gift. An Under 3 Seated ticket must be purchased where a separate seat and gift are required, including where the child is the full-price paying visitor associated with a complimentary carer ticket. Tell us about everyone travelling, including infants, so we can safely accommodate the party.

3.5 Gifts are gender neutral and selected by age band. Provide the correct age or age band when requested so that the appropriate gift can be prepared. Gender information is not required for gift selection. A request for a particular toy cannot normally be accommodated.

3.6 Gifts cannot normally be exchanged on the day simply because a different gift is preferred. This does not affect rights where a gift is faulty, unsafe or not as described. Contact staff if the wrong age-band gift has been supplied.

3.7 Where seating must change for operational or safety reasons, ELR will explain the options and consider the party's needs. Any material difference from the seating expressly booked will be considered under the change and refund provisions.

4 Accessibility carers and SEND services

4.1 ELR will make reasonable adjustments in accordance with applicable law. Accessible accommodation and boarding assistance vary between vehicles. Contact the booking line on 0333 320 2830 to discuss wheelchair spaces, access routes and seating before booking where possible. Lack of advance notice does not prevent you from asking for assistance.

4.2 One complimentary carer ticket is available per party where a visitor requires essential support, and at least one person holds a full-price paid ticket, in accordance with the Carer Ticket Terms. The carer must be aged 18 or over, able to provide the required support, and accompany the visitor throughout. A free lap infant alone does not qualify a carer for a complimentary ticket; an Under 3 Seated ticket must be purchased if that child is the qualifying paying visitor. Arrange the tickets through the booking line or a staffed booking office.

4.3 Use the evidence arrangements in the Carer Ticket Terms, including originals or clear digital copies and appropriate alternative evidence where needed. A carer does not need to hold a registration certificate. Contact us if more than one carer or another adjustment is required; we will consider the circumstances individually.

4.4 SEND Family Santa services provide a tailored experience for families and groups accompanying children and young people aged 0 to 17 with special educational needs or disabilities. Contact Customer Services before booking for an older visitor who needs a gift or to discuss suitability.

4.5 The SEND product information will describe the adjustments included, such as quieter performances, reduced visual stimuli, alternative access and an extended boarding opportunity before departure. A Calm Carriage, where booked, does not include a live brass band performance.

4.6 Where advertised, a British Sign Language interpreter can be requested on selected services through events@eastlancsrailway.co.uk. Check the dates and confirm arrangements with the team; an interpreter is not automatically included on every service.

4.7 Pet dogs are not permitted. Guide and assistance dogs are welcome, with reasonable arrangements for safe access. Please let us know where possible so we can plan suitable accommodation.

5 Refreshments, prams and the advertised experience

5.1 Refreshments, activities, gifts and entertainment are included only as described for the ticket and service purchased. Ask staff about a soft drink instead of an included alcoholic drink; alcohol is supplied subject to licensing requirements.

5.2 Please tell us about allergies or dietary needs. We will provide allergen information, and staff can discuss available alternatives. We take reasonable precautions but cannot promise an entirely allergen-free environment.

5.3 Prams are stored in the designated buggy area under the collection arrangements provided by staff. Keep the collection ticket and do not obstruct gangways, doors or accessible spaces. Ask staff about an alternative route that avoids stairs.

5.4 ELR aims to provide the advertised festive experience. Individual characters, performance order and operational arrangements may change where reasonably necessary. We will communicate significant changes and assess any material effect on the booking.

5.5 Steam haulage is intended where advertised. A suitable diesel or other locomotive may be substituted if necessary for mechanical, operational, weather or safety reasons. Substitution does not automatically entitle every customer to a refund. Any claim will be considered against the advertised booking, the circumstances and applicable consumer law.

6 Customer cancellations and changes

6.1 Contact ELR as soon as possible if you need to cancel or change the booking. Notice is measured from when the cancellation request is received to the booked Santa departure time, with one day meaning 24 hours. The same scale applies to Santa and SEND Family Santa bookings and any Heywood Santa Shuttle tickets booked for that Santa visit. A linked shuttle cancellation is assessed against the associated Santa departure time.

Notice before booked departure	Customer cancellation arrangement
More than 21 days	100% refund of the cancelled ticket price to the original payment method.
At least 7 days and up to 21 days	75% refund of the cancelled ticket price to the original payment method.
At least 3 days and less than 7 days	50% refund of the cancelled ticket price to the original payment method.
Less than 3 days, including non-attendance	Refund assessed against ELR's reasonable losses, taking account of places resold and costs saved. See clause 6.3.

6.2 The table percentages apply to the cancelled ticket price, including any linked shuttle ticket price being cancelled. Any booking-fee deduction must be fair, explained and justified by the booking service supplied and losses incurred. We do not automatically retain a booking fee in every case, and we will not deduct any amount twice.

6.3 Any amount retained following a customer cancellation must be reasonable in light of losses directly caused by that cancellation, taking account of costs saved and any resale. We will take reasonable steps to reduce losses and refund any further amount due. The table does not limit a greater refund required by law.

6.4 Monetary refunds are normally returned using the original payment method. A transfer or Activity Voucher may be accepted by agreement, but is not compulsory where a monetary refund is due. We will explain the voucher value and expiry before you agree; any unused balance remains available until the voucher expires.

7 Changes, cancellations and refunds by ELR

7.1 ELR may need to change or cancel services for genuine operational or safety reasons. We will take reasonable steps to inform booked customers of significant changes using the contact details supplied and through service updates.

7.2 If ELR cancels the principal experience and cannot provide it, we will offer the remedy to which you are entitled. A full refund, where due, includes the mandatory ELR booking fee. An alternative date or credit may be accepted by agreement; you do not have to accept either instead of a monetary refund to which you are entitled.

7.3 If a material change or disruption affects the experience or an included feature, an appropriate refund, price reduction or other remedy may be due. We will consider what was promised, what was delivered and the significance of the failure.

7.4 Refunds will be made without undue delay and within applicable legal deadlines. Refunds under section 56 of the Consumer Rights Act 2015 will be made within 14 days of agreement that they are due, using the original payment method unless you expressly agree otherwise. No refund fee will be charged.

7.5 Optional refund protection is separate from ELR's obligations. Its terms and claims process will be provided before purchase; buying or declining it does not affect statutory rights against ELR.

8 Conduct, contact and general provisions

8.1 Follow reasonable safety instructions and the Conditions of Carriage. ELR may take reasonable action in response to serious unsafe or abusive conduct, taking account of individual needs and applicable law.

8.2 For booking or accessibility enquiries, call 0333 320 2830. For problems or complaints, contact customer.services@eastlancsrailway.co.uk with the booking reference and date. Raise an issue during the visit where possible so staff can assist.

8.3 The conditions applicable when the booking was made normally continue to apply. Changes to this draft do not retrospectively remove confirmed rights. The law of England and Wales applies without removing mandatory consumer protections applicable elsewhere in the United Kingdom.