EAST LANCASHIRE RAILWAY

Standard Travel Terms and Conditions

These conditions explain what standard ELR travel tickets include and how they may be used. They should be read with the ELR General Booking Terms and Conditions and Conditions of Carriage. Nothing in these conditions affects your statutory rights.

1 About these conditions

1.1 These conditions apply to standard passenger travel tickets purchased from the East Lancashire Railway (ELR, we, us or our), including Day Rovers, Full Line Returns, singles and returns between named stations.

1.2 The General Booking Terms and Conditions govern your purchase. The Conditions of Carriage govern your journey and conduct. These Standard Travel Conditions take priority over the General Booking Terms only where they expressly deal differently with a standard travel product.

1.3 Special events, galas, dining services, Santa services and railway experiences have separate conditions. A standard travel ticket is valid on those services only where ELR expressly states that it is accepted.

1.4 The ticket description and any restrictions supplied before purchase form part of your booking. The version applicable when you purchase remains applicable unless a change is required by law or expressly agreed with you.

2 Dates and services

2.1 Your ticket is valid only on the date or within the validity period shown, for the route and travel entitlement purchased. An open dated or voucher product must be redeemed or booked in accordance with its own conditions.

2.2 Unless expressly sold for a specified departure, a standard travel ticket does not reserve a particular train. A generic time printed on an online Day Rover or Full Line Return confirmation is not a compulsory departure time. Check the published timetable for your chosen date.

2.3 You must use services which stop at the stations needed for your journey. Not every train serves every station or operates over the full line. Your ticket does not provide travel on a section on which no eligible service is operating.

2.4 Allow enough time to complete your intended journey using the published timetable, including your return. Boarding must nevertheless be completed before the train departs and in accordance with staff instructions.

2.5 If you miss a departure, you may use a later eligible service within your ticket validity and remaining entitlement, where one is available. A missed train does not extend your ticket to another day.

3 Day Rover tickets

3.1 A Day Rover permits unlimited journeys on eligible standard passenger services on the date shown, over the route covered by the ticket.

3.2 You may leave and rejoin eligible trains at stations served, subject to the timetable, capacity and any restriction disclosed before purchase. You may make repeated journeys within the ticket validity.

3.3 A Day Rover does not include separately charged supplements, reserved accommodation, dining, experiences or special event admission unless these are expressly included.

4 Full Line Return tickets

4.1 A Full Line Return, also described as One Full Line Trip, permits one round trip over the full operating line offered when the ticket is sold, returning to your starting station. It does not permit unlimited or repeated journeys.

4.2 The starting station, route and any service or break of journey restrictions will be stated in the ticket information. Check that the available services allow you to complete the full journey before purchasing.

4.3 Any permitted stop at an intermediate station does not increase the number of journeys included. Once you complete the round trip, further travel requires another valid ticket.

4.4 Where a Full Line Return is offered on a gala day, it is available only on departures identified by ELR as permitting a full line trip. It does not confer Day Rover or unrestricted gala travel rights. The applicable departures and restrictions must be made clear before purchase.

5 Singles and returns between stations

5.1 A single ticket permits one journey between the origin and destination shown. A return permits one outward and one return journey between the named stations within the validity stated.

5.2 These tickets do not include travel beyond the stations shown or repeated trips over the same section. Any break of journey restriction will be explained before purchase.

5.3 If you wish to travel farther, change your route or upgrade to a Day Rover, speak to a booking office or authorised member of staff before making the additional journey. An upgrade is available only where offered, on payment of the applicable additional fare.

6 Fares and advance purchases

6.1 The applicable fares, age categories, eligibility requirements and any mandatory charges will be displayed before purchase. Advance and on-the-day fares may differ. A later price change does not alter a confirmed purchase.

6.2 Advance prices are available only through the channels and before the purchase deadline stated for that offer. Advance purchase does not reserve a seat unless a reservation is expressly included.

6.3 For standard travel, adults are aged 18 or over, young people are aged 16 or 17, and children are aged 3 to 15 inclusive. Age is assessed on the date of travel. Children under 3 are subject to the infant arrangements below.

6.4 Unless a specific promotion states otherwise, up to two children under 3 travel free per accompanying adult. Additional children under 3 require the applicable child ticket. A free infant does not have a separately reserved seat.

6.5 Privilege fares, residents permits, membership benefits, carer arrangements and other restricted fares are subject to their published eligibility and product conditions. Reasonable evidence of eligibility may be requested. If you cannot provide it, contact staff so they can arrange the appropriate fare.

6.6 Discounts and promotions cannot be combined unless expressly permitted. A promotion cannot normally be applied retrospectively to a completed purchase.

7 Kids Go Free during 2027

7.1 For travel during 2027, Kids Go Free applies to eligible standard Full Line Returns and Day Rovers only. It does not apply to singles, short trips, or other station-to-station tickets, galas, special events, dining services or experiences.

7.2 Each accompanying adult holding a qualifying adult ticket may bring up to two children aged under 16 free. The adult and children must hold tickets covering the same date, route and travel entitlement. Free child tickets must be obtained through the relevant booking or ticket issuing process.

7.3 The limit is two free children in total per qualifying adult, including any children under 3. Additional children pay the applicable normal child fare. For tickets outside this offer, the normal infant arrangements in section 6 apply.

7.4 The offer cannot be combined with another offer or discounted fare. Young person tickets do not provide a free child allocation. A free carer or companion place does not provide a qualifying adult allocation.

7.5 No standard travel family ticket or family package is offered for 2027. Customers should obtain the appropriate adult, young person and child tickets for their party. Separate event products may have different arrangements.

8 Children and supervision

8.1 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.

8.2 Young people aged 16 or 17 may travel independently but cannot act as the responsible adult for a child aged under 16.

8.3 The accompanying adult is responsible for supervising the children in their care throughout the visit. A free or reduced fare does not change these supervision requirements.

9 Seats and accessibility

9.1 Standard tickets do not guarantee a seat, a compartment, seats together or a particular vehicle unless expressly included. Boarding may be controlled where necessary for safety or capacity.

9.2 ELR will make reasonable adjustments for disabled passengers. Accessibility varies between heritage stations and vehicles. Review the published accessibility information and contact ELR where particular assistance is needed so suitable arrangements can be discussed.

9.3 Wheelchair spaces must be kept available for their intended purpose. Arrangements for assistance dogs, pushchairs, bicycles, dogs and luggage are set out in the Conditions of Carriage and relevant ELR policies.

10 Changes or cancellation by the customer

10.1 If you choose not to travel, use only part of your ticket or arrive too late to complete your journey for reasons for which ELR is not responsible, your ticket is normally non-refundable.

10.2 Date changes, transfers and credits are available only where included in the product conditions or expressly agreed by ELR. Contact us before travel where possible. Any additional charge must be explained and agreed before a change is made.

10.3 These restrictions do not remove any right to a remedy where ELR fails to provide the contracted service or where a refund is otherwise required by law.

11 Service changes and disruption

11.1 ELR will take reasonable care to operate its advertised services. Heritage equipment, infrastructure, weather and safety circumstances may require changes. We will provide information about significant changes and the options available.

11.2 A standard ticket does not guarantee steam traction, a named locomotive or particular rolling stock unless expressly promised as part of the product purchased. Substitution alone does not normally give a refund entitlement where the contracted travel is otherwise provided. Any specific contractual promise and your statutory rights remain applicable.

11.3 If ELR cancels the travel purchased or materially changes it before you travel, and you choose not to accept the revised service, you may claim a refund for the affected unused ticket. An alternative date, product or credit may be accepted by agreement; you are not required to accept credit instead of a refund to which you are entitled.

11.4 If disruption prevents completion after travel has begun, ELR will take reasonable steps to assist under the Conditions of Carriage. Where the contracted travel cannot be provided, an appropriate refund or price reduction will take account of the travel supplied, the part not provided and the effect on the purpose of the ticket. A full refund may be appropriate in some circumstances.

11.5 Day Rover disruption will be assessed against the overall travel entitlement purchased. Use of some services does not automatically remove your right to a remedy for a material failure to provide that entitlement.

11.6 Any mandatory ELR booking fee attributable to a fully refunded booking will also be refunded. Where only part of a booking is affected, the appropriate treatment of charges will be assessed with the refund.

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

11.8 Nothing in these conditions limits ELR's responsibility for losses for which it is legally liable. Liability and connections with other transport are addressed in the General Booking Terms and Conditions of Carriage.

12 Tickets and customer enquiries

12.1 Keep your ticket or booking confirmation available for inspection throughout your journey. If an electronic ticket cannot be displayed, or a ticket is lost, speak to staff promptly so that the booking can be checked. Replacement depends on being able to verify the ticket and prevent duplicate use.

12.2 Raise a problem with staff during your visit where possible so that we can assist. You may also contact Customer Services at customer.services@eastlancsrailway.co.uk. Provide your booking reference, date of travel and details of the issue where available.

12.3 These conditions are governed by the law of England and Wales, without removing mandatory protections available to consumers elsewhere in the United Kingdom. Nothing in these conditions affects your statutory rights.

Document control

ELR Standard Travel Conditions

Related documents

ELR General Booking Terms and Conditions
ELR Conditions of Carriage
ELR Travelling with Children Policy
ELR Accessibility Information
Applicable fare and promotional conditions