EAST LANCASHIRE RAILWAY

Steam, Diesel and DMU Gala Terms and Conditions

These conditions apply to tickets for East Lancashire Railway steam, diesel and diesel multiple unit (DMU) galas. They explain what your ticket includes, how the event may change and what happens if the event is disrupted or cancelled. Please read them with our 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 steam, diesel and DMU gala tickets sold by the East Lancashire Railway (ELR, we, us or our). They apply alongside the General Booking Terms and Conditions and the Conditions of Carriage. Event-specific information and material restrictions will be provided before purchase.

1.2 If these conditions differ from the General Booking Terms on a matter specific to a gala ticket, these gala conditions apply to that ticket. Separate conditions may apply to dining, brake van rides, observation saloons, experiences and other separately booked products.

1.3 The information provided when you purchase, including your ticket type, price, dates, validity, inclusions and important restrictions, forms part of your booking. The conditions in force when you book normally apply to that booking.

2 Gala tickets and validity

2.1 Tickets are valid only for the event, date or dates and travel entitlement stated. A one-day ticket is valid on the stated date; a multi-day ticket is valid only on the dates or period specified. The product description will explain whether travel is unlimited or limited to a particular journey.

2.2 Where an event Day Rover is offered, it permits unlimited travel on eligible gala passenger trains on the date shown, subject to the advertised route, timetable and any stated exclusions. Other ticket types may provide a different entitlement.

2.3 A multi-day ticket is for the period stated and does not automatically include travel on dates outside that period. Where ticket sharing, identification or other restrictions apply, they will be made clear before purchase.

2.4 Some trains or attractions may require a separate booking, reservation or supplement. A ticket does not include dining, first class, an observation saloon, brake van rides or other extras unless expressly included.

2.5 Keep your ticket, booking confirmation or any wristband issued to you available for inspection. Follow the instructions provided for collecting or exchanging tickets and wristbands.

3 Standard tickets and short trips

3.1 Standard travel tickets, passes and promotional offers are not valid at a gala unless ELR specifically states that they are accepted for the event. The product information will explain any dates, services or other restrictions.

3.2 Where a Full Line Return or other normal travel ticket is offered during a gala, its entitlement, price and permitted departures will be published for that event. Full Line Return sales are limited to the departures identified by ELR as allowing a full line trip. The ticket does not confer unlimited gala travel.

3.3 Single and short-trip tickets may be unavailable on gala days. Any restriction will be made clear before purchase. Where a ticket is valid for a particular journey only, further or repeated travel requires a valid ticket covering that travel.

3.4 Kids Go Free is not valid at galas under the 2027 promotion. Other discounts and privilege fares are available only where stated for the event, and evidence of eligibility may be required.

4 Timetables and passenger services

4.1 ELR will take reasonable care to operate the advertised event and timetable. Gala timetables may include passenger trains, demonstration goods trains, empty stock or other movements. A train is available for passenger travel only where shown as a passenger service.

4.2 Not all trains call at every station or operate over the full line. Passengers should check the event timetable and allow sufficient time to complete their intended journey and return.

4.3 Train times, routes, station calls, formations and platforms may need to change for operational, safety or other necessary reasons. We will take reasonable steps to communicate significant changes. The effect of a material change on your rights is explained in section 7.

4.4 Gala tickets do not normally reserve a particular train, seat or compartment. Boarding may be controlled where a service is full or where necessary for safety. Staff will provide information about the next suitable available service where practicable.

5 Locomotives and diesel multiple units

5.1 An advertised locomotive or unit may be unavailable or require substitution because of mechanical condition, safety, certification, transport, weather or other operational circumstances. A vehicle may be withdrawn, operate on different trains or dates, or be displayed without hauling or carrying passengers.

5.2 We will take reasonable steps to provide accurate information and communicate significant changes as soon as practicable. Check the event page and timetable before travelling and notices during your visit.

5.3 An individual substitution or change of working does not automatically entitle every ticket holder to a refund. We will consider what was advertised and promised, the significance of the change, the event as a whole and your individual circumstances.

5.4 Where a locomotive, unit or advertised feature is unavailable, or its planned operation changes, ELR will consider the circumstances and the event provided as a whole. Any request for a refund or other remedy will be assessed in accordance with the booking terms and applicable consumer law. Nothing in these conditions affects your statutory rights.

5.5 Where ELR provides information before booking about a material change, that information may affect what is included in a subsequent booking. Changes to an existing booking will be dealt with under these conditions and applicable law.

6 Children fares and eligibility

6.1 Gala fares, age categories and any infant arrangements will be displayed with the event information before purchase. Reasonable evidence may be requested where eligibility depends on age, membership, residency or another condition.

6.2 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 travel independently but cannot act as the responsible adult for a younger child.

6.3 Parents, guardians and accompanying adults must appropriately supervise the children in their care throughout their visit, including on trains and at stations. A free or reduced fare does not change the supervision requirements.

6.4 Discounted and privilege tickets are subject to the event-specific eligibility and conditions published before purchase. Offers cannot be combined unless expressly stated.

7 Changes, cancellation and disruption

7.1 If you decide not to attend or miss a service for reasons for which ELR is not responsible, your ticket is normally non-refundable. A transfer or alternative date may be offered at ELR's discretion or where the ticket conditions expressly allow it.

7.2 ELR may occasionally need to cancel or materially change an event because of mechanical problems, infrastructure, severe weather, fire risk, safety or other operational circumstances. Where reasonably practicable, we will contact booked customers and publish updates.

7.3 If ELR cancels the event or the principal event day purchased and cannot provide it, you will be offered the remedy to which you are entitled. Where a full refund is due, this includes any mandatory ELR booking fee paid in connection with the booking. An alternative date or credit may be offered by agreement; you do not have to accept credit instead of a refund to which you are entitled.

7.4 If ELR makes a material change before the event and you do not wish to accept the revised arrangements, contact us. Depending on the circumstances and your rights, an appropriate refund, price reduction or agreed alternative may be available.

7.5 If disruption occurs during the event, ELR will provide information and take reasonable steps to help passengers complete their ELR journey. Where the event or contracted travel cannot be provided as promised, we will consider an appropriate price reduction, refund or other remedy, taking account of the services provided and the significance of what was lost.

7.6 For multi-day tickets, the appropriate remedy will take account of the affected day or days and the booking as a whole. A partial refund may be appropriate; a full refund may be appropriate in some circumstances. Attending one part of the event does not automatically remove a right to a remedy for another affected part.

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

7.8 These provisions do not limit liability or other remedies which cannot lawfully be excluded. The General Booking Terms and Conditions of Carriage explain ELR's responsibility for loss and other transport connections.

8 Accessibility animals and belongings

8.1 ELR welcomes disabled passengers and will make reasonable adjustments in accordance with applicable law. Accessibility varies between heritage stations and vehicles, and some gala formations may differ from normal services. Contact us in advance where particular assistance or accessible accommodation is needed.

8.2 Assistance dogs are welcome, subject to reasonable arrangements necessary for safe access. Other dogs and animals, bicycles, pushchairs and luggage are subject to the Conditions of Carriage and any event-specific restrictions communicated before purchase.

8.3 Passengers must keep doors, gangways, wheelchair spaces and safety equipment clear, follow staff instructions and take reasonable care of their belongings. Capacity on some gala services may be limited.

9 Safety and conduct

9.1 Visitors must follow reasonable instructions and stay within areas open to the public. Do not enter operational or restricted areas, trespass, interfere with railway equipment or attempt to board or leave a moving train.

9.2 Photography and filming for personal use are welcome where safe and considerate. Do not lean out of windows, obstruct other passengers or disregard staff instructions to obtain a photograph. Commercial photography may require prior permission.

9.3 ELR may refuse travel or require a person to leave where reasonably necessary because of serious unsafe or abusive conduct, deliberate ticket fraud or serious or repeated failure to follow reasonable safety instructions, as explained in the Conditions of Carriage.

10 Tickets enquiries and complaints

10.1 If you cannot display a ticket or have lost it, speak to staff promptly. ELR will consider whether the booking can be verified and a replacement provided while preventing duplicate use.

10.2 Where possible, raise a problem during your visit so staff can assist. You may also contact Customer Services at dwd@eastlancsrailway.co.uk with your booking reference, event date and details of your enquiry.

10.3 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 them affects your statutory rights.

Document control

ELR Steam Diesel and DMU Gala Terms and Conditions

Related documents

ELR General Booking Terms and Conditions
ELR Conditions of Carriage
Event-specific ticket information and timetable
ELR Accessibility Information and Travelling with Children Policy