



**Keighley and Worth Valley Railway Preservation Society**  
The Railway Station, Haworth, Keighley, West Yorkshire, BD22 8NJ  
Tel: 01535 645214 e-mail: admin@kwvr.co.uk

## Railtour Terms & Conditions

1. Full payment for bookings will be required at the time of booking.
2. Whilst every effort will be made to ensure that the advertised routing, locomotive(s), coaching stock, timings and other particulars will be as published, please note the KWVR reserve the right to alter these at any time due to circumstances outside the Companies' control and as a result shall not incur any liability for any such alterations to any person who has bought, or contracted to buy, tickets as a result of any such changes.
3. The KWVR shall incur no liability for delays, curtailment, alterations, mishaps or other events that may arise on the day of operation because of circumstances outside the Companies' control. In the event of curtailment of the rail operation, the Company will take all reasonable steps to return customers to their joining stations, possibly using alternative transport.
4. If the excursion is cancelled, a full refund will be made, but no other liability shall be incurred.
5. If the advertised steam locomotive must be substituted by another locomotive for any part of the journey, no compensation will be payable. However, the Company will consider the circumstances including the degree to which the advertised steam traction was not available and may offer suitable part compensation to customers after the journey.

### Customer cancellation

1. Cancellations made not less than 28 days before the day of the journey, **90%** refund payable.
2. Cancellations made between 28 and 7 days before the day of the journey: **NO** refund payable. However if the tickets can be resold by the Company, 90% refund may be payable.
3. Cancellations made less than 7 days before the day of the journey, **NO** refund payable.