

**Keighley and Worth Valley Light Railway Company Limited**  
The Railway Station, Haworth, Keighley, West Yorkshire, BD22 8NJ  
Tel: 01535 645214

**Terms and Conditions for the ELF EXPRESS 2020, when buying or booking tickets in advance either online, or direct via our offices in person, by phone or by email. (From 25<sup>th</sup> September 2020.**

Please quote your booking reference number in all communications with us.

**Refunds and Amendments requested by you:**

Tickets may be cancelled and refunded as below:

1. **Up to 30 days prior to the booking date:** Bookings can be partly or fully cancelled and refunded, but a cancellation fee of 10% of the value of the cancellation - but not less than £10 - will apply.
2. **Less than 30 days prior to the booking date:** No refunds will be made.
3. **Bookings can be changed to another date, subject to availability, up to 1 day prior to the booking date.** An amendment fee of £3.50 will apply. If you move your booking to a date or class of travel where higher fares apply then you will need to pay any difference in price. If lower priced fares apply then we will not refund the first £10 or 10% (whichever is higher) of any difference. Bookings amended cannot subsequently be refunded.

**Cancellation by us:**

We reserve the right to curtail or cancel any special trains or event for any operational or other exceptional reason at any time. Should your time specific booked train or event be cancelled by us, we will endeavour to offer an alternative time on the same day. If this is not possible a full refund will be made, but no other liability will be incurred by us.

If we are unable to open due to additional restrictions imposed upon us by the Government in response to Covid-19, then your booking will automatically be cancelled and we will make a full refund, less £10 per compartment.

**Booking Fee:**

Tickets booked in advance via our office, either in person, via email or over the telephone will incur a Booking Fee of £3.50. No booking fee applies for online bookings. Some tickets cannot be booked via the office and can only be booked online. The booking fee does not apply when the required tickets or products are not available online.

**General Conditions:**

No tickets will be issued until payment has been received in full, or other payment arrangements agreed with our office, such as an Invoice to a Company.

KWVR will not take responsibility for delayed arrival or non-attendance by any visitor. We will be under no obligation to offer any refund if you fail to arrive on time for a time specific booking.

Please bring a copy of your confirmation email or booking reference number with you. You will need your reference number in order to collect your tickets.

All tickets are issued subject to the Conditions of Carriage and Byelaws of the Keighley & Worth Valley Light Railway Limited, copies of which can be inspected at any ticket office.

Keighley & Worth Valley Railway reserves the right to amend these conditions at any time, and without giving any notice.