

**Terms and Conditions when buying or booking tickets in advance either online, or direct via our offices in person, by phone or by email.**

**These conditions apply from Monday 25<sup>th</sup> March 2024 until further notice.**

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

**1. Deposits and Confirmation.** For some group bookings, private hire bookings, or specific booking types, we reserve the right to charge a non-returnable deposit, or to vary the cancellation and refund periods detailed below. If this is the case you will be notified in writing when making your booking. Bookings must not be considered made or accepted until confirmed in writing.

**2. If YOU wish to Amend, Change or Cancel your booking.**

Changes, Amendments or Refunds cannot be made at our station ticket offices, either in advance or on the day of your visit. All requests to change, amend or cancel your booking must be made in advance to our Customer Service Office, in writing, via the contact details shown on your confirmation email or letter. No booking can be amended, cancelled or refunded once the tickets have been posted to, or collected by, you.

**a) Bookings with less than 20 tickets. These will be known as “Personal Bookings”.**

**i) Day Rovers, or other general travel only tickets:**

**• Up to and including 3 days prior to the date of travel:**

Tickets can be changed to another date, subject to availability. If you move your booking to a date or class of travel where higher prices apply then you will need to pay any difference in price. If lower prices apply then we will refund any difference.

Bookings can be partly or fully cancelled and a refund will be made.

**• Less than 3 days prior to the date of travel:**

Tickets can be changed to another date, subject to availability. If you move your booking to a date or class of travel where higher prices apply then you will need to pay any difference in price. If lower prices apply then no refund will be made by us in respect of any difference in price.

Bookings cannot be partly or fully cancelled, and no refunds will be made.

**ii) Tickets for special trains or events such as Haworth Haddock, Elf Explorer, Dining or Catering Trains, Excursions etc, where a specific time slot or reserved seat is booked:**

**• Up to and including 14 days prior to the date of travel:**

Tickets can be changed to another date, subject to availability. If you move your booking to a date or class of travel where higher prices apply then you will need to pay any difference in price. If lower prices apply then we will not refund the first £10 or 10% (whichever is greater) of any difference.

If you booked online, and you tell us you want to cancel your booking during the 48 hours after you made the booking then we will cancel the booking and refund your money in full. You must contact us in writing to request this refund.

After the 48 hours period has passed, or at any time if you did not book online, 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.

**• Less than 14 days prior to the date of travel:**

No changes will be accepted, and no refunds will be made.

**b) Bookings for 20 or more tickets. These will be known as “Group Bookings”**

**i) Day Rovers, or other general travel only tickets:**

**• Up to and including 7 days prior to the date of travel:**

Tickets can be changed to another date, subject to availability. If you move your booking to a date or class of travel where higher prices apply then you will need to pay any difference in price. If lower prices apply then we will refund any difference.

Bookings can be partly or fully cancelled and a refund will be made. No refund will be made in respect of any deposit you may have paid which you were told by us was non-returnable.

**• Less than 7 days prior to the date of travel:**

No changes will be accepted, and no refunds will be made.

**ii) Tickets for special trains or events such as Haworth Haddock, Elf Explorer, Dining or Catering Trains, Excursions etc, where a specific time slot or reserved seat is booked:**

**• Up to and including 14 days prior to the date of travel:**

Tickets can be changed to another date, subject to availability. If you move your booking to a date or class of travel where higher prices apply then you will need to pay any difference in price. If lower prices apply then we will not refund the first £10 or 10% (whichever is greater) of any difference.

Bookings can be partly or fully cancelled and a refund will be made, but a cancellation fee of 10% of the value of the cancellation - but not less than £10 - will apply. No refund will be made in respect of any deposit you may have paid which you were told by us was non-returnable.

**• Less than 14 days prior to the date of travel:**

No changes will be accepted, and no refunds will be made.

**c) Bookings for the exclusive hire of any coach or train, of any sort, for a day, or part thereof, and irrespective of the number of passengers. These will be known as “Private Hire Bookings”.**

i) If the Private Hire only includes the private and exclusive use of a carriage on an existing timetabled train, and no additional services (such as the provision of catering, guides, stewards, or any other “add on” service) are provided by us, then the conditions in (2.b.i) will apply.

ii) If the Private Hire includes any additional services (such as the provision of catering, guides, stewards or any other “add on” service) being provided by us, then the conditions on (2.b.ii) will apply.

**d)** Should your Personal Booking or Group Booking have any add-on supplements or services (such as food boxes, guide books, or tour guides), these extra supplements or services will have the same conditions as the train tickets on your booking, and therefore all items on your booking will be considered to have the same conditions.

**3. If WE wish to Change or Cancel your booking:**

a) We reserve the right to re-schedule or cancel any special train or event, or to cancel any Private Hire booking, for any reason at any time.

i) Should your time specific booked special train or event be re-scheduled or 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.

ii) If your Private Hire booking is cancelled by us we will endeavour to offer you an alternative date. If no other mutually agreeable date is available then a full refund will be made, but no other liability will be incurred by us.

In both (3)(a)(i) and (ii), any refund will include the refund of any deposit paid, even if you were advised that this was non-refundable.

- b) If you have a Day Rover or any other general travel ticket and we have to fully cancel all of our ordinary train services on the date of your visit then we will offer to change your booking to another date or we will offer a full refund.

#### **4. 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.

#### **Other Conditions:**

**5.** No tickets will be issued, and travel will not be permitted, until payment has been received in full, or other payment arrangements have been agreed with and confirmed by us in advance.

**6. We will not take responsibility for delayed arrival or non-attendance by any visitor.** We will be under no obligation to offer any refund or alternative journey time if you fail to arrive on time for a time specific booking, or if some or all of the people covered by your booking do not arrive at all.

**7.** 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 or take your seats.

For most visits and journeys tickets must be collected from a station ticket office before boarding a train, unless otherwise stated in your confirmation email. The email or reference number cannot normally be used to travel on the train, so please allow sufficient time to collect your tickets before you travel.

**8.** For **special trains**, every effort will be made to ensure that the advertised routing, locomotive(s), coaching stock, timings, catering offering and other particulars will be as advertised and published, however please note we reserve the right to alter these at any time, for any reason. We accept no responsibility or liability to any person or company who has bought, or contracted to buy, tickets.

**9.** If you have **reserved seats or compartments**, we reserve the right to amend your booked seats or compartments at any time between the date you made your booking and the date of travel. Where this is necessary we will always ensure that all the people in your booking remain seated together. We will provide you with final confirmation of your allocated seats / compartment either when you arrive and check in at our ticket office prior to your journey, or by the steward on the train when you board.

**10.** If you purchase **Member/Resident Card, Concession or Child tickets**, you must show your membership / resident card(s), or your proof of entitlement to the concession / child fares in order to collect your tickets. If you do not provide valid proof of entitlement your tickets will not be issued and you may need to purchase new tickets to travel. We have no obligation to offer any exchange or refund of the original unused tickets.

**11.** Where we are liable, or agree, to make any refund to you then this refund will be made by the same method of payment, and to the same bank card or account if appropriate, as the original booking. Any ex-gratia payments not obligated by these terms may be made by alternative means such as vouchers. Refunds cannot be obtained from our station ticket offices. All communications relating to refunds must be in writing via our Customer Service Office.

**12.** The hours or times stated in the Company's Timetables, Books, Bills and Notices are appointed as those at which it is intended - so far as circumstances will permit - that the trains shall depart from and arrive at the several stations, but their departure or arrival at the time stated is not guaranteed, nor will the Company under any circumstances be held responsible for delay or detention, however occasioned, or any consequences arising therefrom. The right to alter or suspend the running of any train is reserved.

**13.** All tickets are issued subject to the Conditions of Carriage and Byelaws of the Keighley & Worth Valley Light Railway Limited, copies of which are available on our website.

**14.** We reserve the right to amend these conditions at any time, and without giving any notice.

**15. In these conditions - "We", "Us" or "The Company"** is the Keighley & Worth Valley Light Railway Limited. **"You"** is the person who has made the booking, or for whom the booking has been made and is making the journey, as appropriate.