

## North Norfolk Railway Terms and Conditions

### General Terms

- Whilst every effort will be made to adhere to the published timetable, we reserve the right to amend or cancel services without notice. The North Norfolk Railway PIC. cannot be held responsible for any loss, inconvenience or delay should it become necessary to alter or cancel the advertised services.
- Under no circumstances will the train be delayed for latecomers, even if the rest of the party is already on the train.
- The Company reserves the right to ask any member of the public to leave its premises if deemed necessary to do so, including but not limited to if they are abusive towards staff/volunteers or act in an inappropriate manner that is likely to cause themselves or others harm or damage any property.
- Tickets should be purchased online or at the station ticket office before boarding the train. It is an offence to travel without a ticket. Current fares are detailed on our website and may change without notice – special prices may apply for certain trains, days, events or experiences.

### Payment

- Bookings should be made via our online shop.
- All payments should be made in one transaction. Payment by instalments is not accepted for any bookings.
- When payment has been received your tickets will be emailed to you directly.

### Late Arrivals

- We advise you to check the timetable before travelling and allow at least 30 minutes before the time of departure to park your car, check-in/purchase your tickets and board the train.
- Under no circumstances will the train be delayed for latecomers, even if the rest of the party is already on the train.
- No refunds will be given for missed trains.

### Changes, Cancellations and Refunds

- Once booked, tickets are non-refundable.
- It may be possible to change the date and time of a ticket once it has been confirmed, depending on the ticket type and availability within the same calendar year. Requests for changes must be received at least 7 days prior to travel and in the case of dining services at least 14 days in advance. Changes to most tickets will carry an administration fee of £5.00 per booking. Changes to dining train tickets made between 42 days and 14 days prior to travel will incur a fee of £10.00 per ticket.
- If you choose not to use your ticket, refunds are not available under any circumstance.
- No refunds will be given for missed trains.
- Should the Company find it necessary to cancel services or events, then passengers will be transferred to a similar service or, if no suitable trains are available, a credit note equivalent to the fare paid shall be provided. If the Company feels it is unlikely to run similar services and events within the next 24 months, then the fare paid will be refunded. The Company's liability shall be limited to the price paid for the purchase of tickets.

### **Damage**

- Passengers will be held responsible for any damages they may cause to any part of the railway stock or premises and will be charged the full cost of repairs.

### **Group Bookings**

- Discounted group fares are offered to groups of 15 or more.
- All bookings are treated as provisional until otherwise confirmed by our Bookings Team
- Confirmation of final numbers is required at least 14 days prior to the visit; please note that groups will be invoiced for numbers given at this point.
- Companies who travel regularly with the Railway may choose to pay on invoice. Invoices will be raised for numbers confirmed 14 days prior to your visit and terms are strictly payment within 30 days of invoice.
- Please note that if your group does not travel regularly with the Railway, you may be asked to pay in advance.
- Group discounts may not be available for certain events and activities and special fares may apply on these days. Additionally, it may not be possible to provide allocated seats for your group at special events.
- Special events and activities include (but are not limited to) galas, Steam Back to The Forties, dining trains, Santa Specials and Norfolk Lights Express trains.

### **Dogs**

- Dogs can travel on most trains provided an appropriate ticket is purchased for them. They should be kept on a lead and must not sit on the seats or tables. You may be asked to leave if they do so.
- Dogs are welcome in the seating area of the buffet at Sheringham but are not allowed in the servery area. They are not permitted in the buffets at Weybourne or Holt.
- Please note that dogs (except Assistance Dogs) are not allowed on Dining Trains, Santa Specials, the Norfolk Lights Express or certain other special trains. Dog tickets are available on the online booking system for services on which dogs are permitted to travel.

### **Alcohol**

- No alcohol other than that purchased on the railway may be consumed on our property. You will be asked to leave if you do so.

### **Smoking**

- Smoking and the use of e-cigarettes is not permitted on the Company's trains or premises.