

VINTAGE TRAINS LIMITED

TELEPHONE: 0121 708 4960

FAX: 0121 708 4963

E-MAIL: office@vintagetrains.co.uk

Vintage Trains Limited - Standard Conditions of Booking and Travel

Every effort will be made to ensure that locomotive(s), coaching stock, route and timings, some of which are hired in from third parties, will be run as advertised. However, Vintage Trains Ltd. (VTL) regret that we must reserve the right to alter or postpone trains at any time without notice, due to circumstances beyond our control, without being obliged to refund monies or exchange tickets.

On the day of the trip, all reasonable efforts within the control of VTL will be made to ensure that the train runs as planned, but VTL cannot accept any responsibility for delays, mishaps, alterations or curtailment of the tour from situations beyond the Company's control.

VTL cannot accept any responsibility for any events or circumstances under the control of third parties and are required only to return passengers to the station at which they joined.

We regret that tickets cannot be exchanged or refunded after purchase except in the case of a cancelled railtour or event. Refunds shall not exceed the value of the ticket(s). VTL reserves the right to charge an administration fee of £10.00 for any alteration to details of travel requested by the client subsequent to the original booking.

Child fares apply on certain trains and cover children aged 5 to 15 years inclusive unless a different age range is specified for a particular train or series of trains. Children younger than 5 years of age may travel free of charge in Standard Class provided that the child does not occupy a seat and there is a maximum of one such child per adult.

Children under the age of 5 are not permitted to travel in Premier Dining on any trains operated by VTL.

VTL does not permit the carriage of pets and bicycles. Genuine guide dogs will be carried.

Wheelchairs etc will be carried provided that prior notification is given at time of booking, and that sufficient capacity for the carriage of wheelchairs remains available.

For the safety & comfort of all our customers, smoking (including electronic & vapour cigarettes) is strictly prohibited anywhere on trains operated by VTL.

Passengers may not under any circumstances block or occupy vestibule space, doorways and gangways with in particular portable chairs, large bags or suitcases, camera stands etc., because regulations require us to ensure that these areas are clear at all times. We reserve the right to remove such items immediately and without debate.

VTL reserves the right to refuse access to, or remove from, the train, any person or persons who are considered to be using inappropriate behaviour, affecting the safety of the train and its passengers, spoiling the enjoyment of other passengers on the train, or failing to comply with any reasonable requests made by a member of the train's staff.

Bookings made by telephone will be verbally acknowledged at the time of booking and no written confirmation will be sent. If you require written acknowledgment, please enclose a stamped, self-addressed envelope together with a postal booking.

Ticket(s) and travel information will usually be dispatched seven days before departure. However, please note that VTL cannot send tickets and travel information until the departure times have been confirmed to VTL. A third party controls and makes this confirmation.

You must pay particular attention to the departure and arrival times advised in the travel information as these may vary from those advertised, especially where only provisional times have been shown in advertisements.

VTL attempts to ensure that the information contained within its advertisements and available on the VT web site at any one time is accurate. However, VTL cannot guarantee that it will be fault free. VTL does not accept liability for any errors and/or omissions and reserves the right to change any of the publicised information found on advertisements and on the VT web site at any time without notice.

VTL will use its best efforts to provide the steam or diesel traction as advertised, but this cannot be guaranteed. On steam hauled trips it is occasionally necessary for operational convenience or due to adverse weather for a diesel to be attached to the train. This is used as sparingly as possible when conditions, TOC or Network Rail dictate. No refunds for these occurrences will be given.

Making a firm booking constitutes your acceptance of all of the company's standard conditions. These terms & conditions do not affect your statutory rights.