



## The Polar Express Train Ride, Birmingham

Operated by Vintage Trains Ltd (VTL)

### Conditions of Booking and Travel

1. Every effort will be made to ensure that locomotive(s), coaching stock and timings, are run as advertised. However, VTL reserves the right to make changes at any time without notice, without being obliged to refund monies or exchange tickets.
2. VTL will use its best efforts to provide a steam or diesel locomotive as advertised, but this cannot be guaranteed. On steam hauled trips it is occasionally necessary for a diesel to be attached to the train as well as, or instead of, the steam locomotive. No refunds for these occurrences will be given.
3. In finalising seating plans, VTL will do all it can to seat parties together. That is not always possible and is not guaranteed. In particular, bookings for large groups or for odd number size groups (3, 5, 7 etc) will often have to be split up because our heritage coaches only offer banks of 2 or 4 seats together. Refunds will not be provided in these circumstances.
4. 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, alterations or curtailment of a tour caused by situations beyond the Company's control.
5. VTL cannot accept any responsibility for events or circumstances under the control of third parties and are required only to return passengers to the station at which they joined.
6. VTL does not permit the carriage of pets or bicycles. Guide dogs will be carried at no additional charge.
7. Wheelchairs can only be carried if prior notification is given at time of booking, and enough capacity for the carriage of wheelchairs is available. On some rolling stock, there is no capacity for the carriage of wheelchairs.
8. There are no wheelchair accessible toilets available on any Vintage Trains service. Special toilet stops cannot be provided on route.
9. For the safety & comfort of all our customers, smoking (including electronic & vapor cigarettes) is strictly prohibited anywhere on trains operated by VTL. By law, smoking is also prohibited at all National Rail stations across the UK.



10. Passengers must not, under any circumstance, block or occupy vestibule space, doorways and gangways with luggage or other objects. This includes portable chairs, large bags or suitcases, camera stands and any other object which cannot be stored safely under a seat or on overhead racks. Regulations require us to ensure that these areas are clear at all times. Any object blocking these areas will be removed immediately and without debate.
11. Passengers must not, at any time, put their heads, arms, cameras or any other item out of a train window when the train is in motion or stationary if not in an advertised station calling point. To do so is extremely dangerous and we are required to ensure it does not happen. Any passenger who does so may be removed from the train and barred from travelling on all future VTL services.
12. VTL reserves the right to refuse access to, or remove from the train, any person or persons who are considered to be using inappropriate language or behaving in a manner considered to be antisocial, 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.
13. VTL attempts to ensure that the information contained within its advertisements and on the VT web site at any 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, including prices, found on advertisements and on the VT web site at any time without notice.

### **Fares, Bookings & Tickets:**

14. Finalised departure and arrival times are provided to VTL by Network Rail a few days before a trip. Once received, we will inform passengers. Where possible, we try to get the information and tickets to passengers at least 4 working days before the trip.
15. When finalised travel information is received, please pay particular attention to the departure and arrival times advised in it – they will often vary from those originally advertised. The information you receive with your tickets are the correct times, so please ignore the original estimated times.
16. Children aged 3 years of age and under may travel free of charge provided that the child does not occupy a seat and there is a maximum of one such child per fare paying adult. Children aged 3 and under do require a child reservation and ticket – available at [www.ThePolarExpressBirmingham.com](http://www.ThePolarExpressBirmingham.com)



17. Bookings made by telephone will be confirmed on the telephone at the time of booking and a written confirmation either sent electronically to the email address provided or posted (charge payable) as agreed.
18. Bookings made online will be confirmed electronically to the email address provided or posted (charge payable) as selected at the time of purchase.
19. If a booking is made by post, and a written acknowledgement is needed, please enclose a stamped, self-addressed envelope together with the postal booking.
20. Making a booking constitutes the acceptance of all of the company's conditions.
21. These terms & conditions do not affect your statutory rights.

### **Cancellation Policy:**

22. Tickets cancelled at least 21 days prior to travel will receive a full refund, less a £10.00 administration fee and any associated credit/debit card fees.
23. We regret that tickets cannot be exchanged or refunded less than 21 days prior to travel except in the case of a cancelled railtour or event.
24. Refunds shall not exceed the value of the ticket(s).
25. Discounted or promotional tickets, which may be sold from time to time for promotional purposes, are all non-refundable and non-transferable unless specified otherwise.
26. 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.

### **Disabled Persons Protection Policy:**

27. We want our services to be accessible to all and are happy to provide additional assistance where it is needed and we are able to. However, we operate vintage rolling stock and in many cases are unable to accommodate passengers with serious disabilities or mobility problems. Some of our trains cannot accommodate wheelchairs and not all stations we serve have flat access.
28. If such issues affect you, please contact our office on 0121 708 4960 before you book your journey.
29. Further information is provided in our Disabled Persons Protection Policy, a copy of which can be found at [www.VintageTrains.co.uk](http://www.VintageTrains.co.uk)



## Complaints Procedure:

30. We want all of our passengers to enjoy their trip with us and we work hard to deliver high standards. If, for some reason, we get something wrong, please ensure you report that to us at the time so we can put things right straight away. Passengers who do not advise us of a problem at the time are unlikely to receive compensation after the event in part or in full.
31. If you make a complaint to us and are dissatisfied with our response, you can appeal to the Rail Ombudsman. Full details of how to do this is explained in our separate Complaints Procedure. A copy is available at: [www.VintageTrains.co.uk](http://www.VintageTrains.co.uk)