



**The Settle-Carlisle Railway Development Company Ltd.
The Anniversary Express**

Terms and Conditions

The Anniversary Express excursion is organised by the Settle Carlisle Railway Development Company (SCRDC).

The train is operated by West Coast Railways on behalf of the Settle Carlisle Railway Development Company.

Carlisle to Chester

Departs: Saturday 13th July 2019

Calling at Carlisle, Appleby, Kirkby Stephen, Settle, Hellifield and Clitheroe

1. FARES

Fares are split across three tiers:

First Class with Premier Dining (Return): £ 189.00

Available to passengers boarding at Carlisle, Appleby, and Kirkby Stephen only.

Supplement for a private table for two in First Class with Premier Dining is available for an additional £20.00 per person.

First Class (Return): £ 109.00

Supplement for a private table for two in First Class is available for an additional £20.00 per person.

Standard (Return): Adult - 59.00 | Child - £ 39.00

2. PAYMENT

All seats must be fully paid for in advance of the excursion. Full payment will be taken at time of booking online.

Tickets can be purchased at www.settle-carlisle.co.uk or by telephoning our Appleby Office on 017683 53200 between 9.30 am and 3 pm Monday to Friday.

Alternatively, we will accept payment for tickets via BACS. This can only be arranged by calling the Appleby office.

3. CANCELLATION BY CUSTOMER

No refund or substitutions are available, other than due to cancellation of the excursion by West Coast Railways and SCRDC. We will not be liable for any consequential loss you may suffer or pay any compensation to you.

4. SEAT ALLOCATION

Seating will be allocated at time of booking. SCRDC will make every effort to accommodate your seating requests, subject to availability.

Private tables for 2 are available in both First Class with Premier Dining and First Class carriages.

5. DELAYS & DISRUPTION

West Coast Railways/SCRDC will make every reasonable effort to ensure that the excursion runs as outlined above but do not accept responsibility for any delays, disruption or curtailment of the tour arising from issues outside of our control.

6. MISSED CONNECTIONS

West Coast Railways/SCRDC cannot be held liable for any missed connections or non-use of tickets. If travelling by car or train to your departure station, please allow plenty of time to arrive at the station. It is your responsibility to make sure you are on the platform in sufficient time to board the excursion. Your ticket will not be valid for use on any other rail service.

7. FAILURE TO JOIN THE EXCURSION

West Coast Railways and SCRDC cannot be held liable for any costs incurred or any other losses incurred resulting for a passenger missing the excursion train. It is the passenger's responsibility to ensure they are at the station in sufficient time to board the train. Tickets are not valid on services operated by any other train company.

8. TIMINGS

The provisional times detailed on our website are approximate. When booking, you accept that these times may differ from the final times. Final timings will be provided when tickets are issued approximately one week before the excursion and will also be available on this website during the week commencing 8th July 2019 or as soon as we receive them.

9. CANCELLATION BY OPERATOR

If the excursion is cancelled by West Coast Railways or SCRDC, a full refund will be made of monies paid but no other liability shall be incurred.

10. INAPPROPRIATE BEHAVIOUR

West Coast Railways and SCRDC reserve the right to reduce access to, or remove from the train, any persons behaving inappropriately, who are affecting the safety of the train and its passengers, spoiling the enjoyment for other passengers or refusing to comply with instructions from train staff.

11. COMPLAINTS

Any questions or problems arising on the train should be addressed to the SCRDC staff or train stewards in the appropriate carriage. If necessary, the staff/steward will refer the issue to the train

manager/guard. It is unreasonable for passengers to take no action or report problems at the time and subsequently make a complaint. If the problem is not resolved during the excursion, a complaint should be made in writing to Settle Carlisle Railway Development Company, Town Hall, Settle, BD24 9EJ.

12. ACCESSIBILITY

Due to the age and construction of the train, it is not possible to board whilst seated in a wheelchair. We will be pleased to convey passengers of limited mobility whenever possible provided they can step onto the train from the platform and move to their reserved seats (with assistance if necessary). The wheelchair must be able to be folded so that it can be stored at the end of the carriage or in the support coach. We request that you inform us of your needs when booking. Stewards will be available along the train to assist and help passengers throughout the journey.

13. PUSHCHAIRS

There is limited storage for pushchairs on the train. Pushchairs must fold and it will be necessary for them to be stored in the support coach.

14. TICKETS & TIMES

An email contain your tickets, seat and carriage information, and exact departure/arrival times will be emailed to you approximately 7 days in advance of the excursion. Tickets will not be posted.

If you have not received this email, please contact our Appleby Office on 017683 53200 before Wednesday 10th July 2019. We do recommend that you check your emails spam/junk folders.

Your confirmation email (ticket) can be printed or shown on a mobile device. If you wish to keep your tickets on a mobile device, please ensure your device is fully charged.

You will not be permitted to travel or board the train without any proof of ticket. It is responsibility of passengers to ensure they board the train with the correct ticket.

15. FIRST CLASS WITH PREMIER DINING CATERING

All meals offered to passengers travelling in First Class with Premier Dining are freshly prepared onboard by The Gravy Train Catering Company. To view a sample menu, please visit <http://www.gravytraincatering.co.uk/sample-menus.html> .

A Vegetarian meal option is available upon request. Requirement of a vegetarian meal(s), for each passenger, must be confirmed when purchasing your ticket(s). It is not possible to request vegetarian options on the day of travel.

Regretfully, due to the constraints associated with on train catering we are unable to offer any other special dietary requirements (i.e. nut allergy, vegan, gluten free diets etc).

16. By making a booking, you are accepting these terms and conditions.