



### **Santa Specials Terms, Conditions & Information 2020**

**The Spa Valley Railway is owned & operated by the Wealden Railway Co. Ltd, reference to the Spa Valley Railway in these Terms, Conditions & Information also includes the Wealden Railway Co. Ltd in full.**

1. All Santa Special trains depart from Eridge Station unless otherwise advised. They do not depart from any other Spa Valley Railway station; it is the responsibility of the customer to arrive at Eridge Station in good time for their booked departure. We advise arriving a minimum of 10 minutes prior to your train's departure. The time shown on your ticket is the trains booked departure time and we are not able to wait for late comers. If you arrive too early we may ask you to wait in your car to ensure we do not have too many customers on our platform at any one time.
2. In the event of inclement weather, the Spa Valley Railway will always endeavour to operate its train service, all the while trains operate the Spa Valley Railway will not offer a change of date or refunds to customers. In the event of the railway being closed due to poor weather then a refund or exchange of date will be offered to the customer.
3. In the event of extreme weather and services being cancelled the Spa Valley Railway will contact customers by email at the earliest opportunity. The Spa Valley Railway recommends if you are travelling a great distance to book Travel Insurance. The Spa Valley Railway cannot be held accountable or liable for any travel, accommodation or otherwise expenses incurred by customers.
4. Customers select their seats at the time of booking, the Spa Valley Railway may need to change seat allocations due to COVID-19 to ensure Social Distancing can be maintained on board the train.
5. Customers when selecting their seats should ensure that the train has enough capacity for the group to be sat together. If you choose seats that are spread out over the train the Spa Valley Railway cannot and will not be able to accommodate or seat you as one booking, especially in 2020 with limited capacity.
6. It is the customers responsibility to check your order before purchasing online tickets, as if you have made a mistake they cannot always be rectified after purchase. Please check your order on receipt carefully and contact us immediately if there is a mistake.
7. Refunds will not be made for mistakes or changes required when booking, it is the customers responsibility to ensure their booking is correct before completion.
8. Seats are only guaranteed on trains that the customer has booked on in the seats that they have selected, if the customer misses their booked departure then the Spa Valley Railway will endeavour to accommodate you on a later train however this is at the discretion of the Commercial Manager. In the event of additional space being available then a £10 administration fee will be charged for the movement of the booking to a different train or date.
9. The Spa Valley Railway cannot guarantee a customer will be moved onto a later train or date in the event they miss their booked departure. It is the responsibility of the customer to arrive in plenty of time at Eridge Station for their Santa Special experience.

10. All tickets are non-refundable, non-transferable and not exchangeable.
11. Although every effort will be made to run the trains as advertised, the Spa Valley Railway reserves the right to cancel, alter or suspend services without notice. The liability in the event of cancellation will be limited to a refund of the appropriate part of the fare.
12. All trains are scheduled to be hauled by a Steam Locomotive and/or Diesel Locomotive. In the event that either locomotive or crews become unavailable then an alternative will be sourced. The Spa Valley Railway reserves the right to alter these without prior warning and refunds will not be given for locomotives differing.
13. It is the responsibility of the customer to come dressed appropriately for the time of year, the COVID-19 situation and for an outdoor activity. The Spa Valley Railway operates trains that are heated by Steam and not electricity, in the event a Steam locomotive is unavailable for whatever reason then the trains heating supply is not available. The Spa Valley Railway cannot be held responsible for customers being exposed to the cold weather on our platforms and our trains not being to modern day household heating. Customers should come dressed and prepared for an outdoor activity in the Winter. This activity involves being outside for part of the visit as well as inside a steam heated train (where a steam engine is attached). Customers aged 11+ must also wear a face covering when on our stations, in our buildings, sat in Open Carriages or moving around the train.
14. All activities will be supplied whenever possible, the Spa Valley Railway reserves the right to alter the activities without prior warning in the event of sickness, poor weather or otherwise.
15. Customers are booking a seat onboard a train, they are not booking for a seat with a table, not all carriages have tables and we cannot guarantee you will have a table at your allocated seat.
16. Wheelchair users can only be accommodated if booked in advance, please contact us directly to make arrangements. The Spa Valley Railway only has one wheelchair accessible carriage which can often sell quite quickly, and we cannot accommodate other wheelchair users.
17. There is no wheelchair accessible ramp onto Eridge Station.
18. If you wish to book for a large group in line with the current guidelines then please contact us directly prior to booking so we can check if the required number of seats are available and ensure social distancing is maintained.
19. We regret that there can be no refund or transfer to a future date for 'no show' customers. The Spa Valley Railway still incurs charges for its services which must be paid to our suppliers.
20. ALL booking alterations, no matter how minor will incur a £10 admin fee.
21. Cancellations notified in writing, at least four weeks before the booked date will be refunded less a £10 admin fee; shorter notice cancellations are not entitled to a refund and will be classified as 'no show' however the Spa Valley Railway will try to re-sell the tickets should time allow.
22. If you wish to make an alteration, please note it is a £10 admin fee and we must be contacted with at least 4 weeks' notice. After this time, we reserve the right to not alter a booking.
23. Any refunds, if they meet the criteria, once processed will take 5 to 10 days to appear in a customer's account.

24. It is the customers responsibility to arrive at the Spa Valley Railway for the service they are booked on, we cannot be held responsible for missed departures or experiences, as above, no shows are not entitled to a refund or transfer.
25. All bookings are subject to a £2 booking fee.
26. All trains depart from Eridge Station, Groombridge and High Rocks are closed during this event. All customers must go to Eridge Station for their Santa Special experience.
27. No pets are allowed on Santa Special services other than assistance dogs.
28. There are no discounts available to any customer on a Santa Special.
29. We are unable to provide Santa Special tickets for raffle, school fair or charity prizes.
30. Babies are not allocated a seat and must sit on a parents or guardians lap during the Santa Special experience.
31. Premium Class includes a 'Snack Box'. This snack box is not a meal and due to the nature of the operation we cannot accommodate any dietary or allergen requirements with this service. All contents of the snack box are pre-packaged with ingredients and allergens listed. Please contact us in advance to discuss if you have any allergen concerns.
32. A mince pie is provided for every adult and every child, there is no alternative to the mince pie and due to the intense service we are unable to accommodate dietary or allergen requirements. Please contact us in advance to discuss if you have any allergen concerns.
33. Eridge Station is a National Rail station, the car park provided is not the Spa Valley Railway's. It is the customers responsibility to bring means of payment (in the form of change or a valid card for contactless payment) for the car park machine.
34. The customer should bring a copy of their eTicket either printed or by having it visible in the email app on a mobile device or tablet.
35. The Spa Valley Railway reserves the right to make alterations to its Santa Special service without prior notice being given. The Spa Valley Railway will not tolerate any inappropriate behaviour, verbal or physical abuse towards its staff or volunteers.
36. Due to COVID-19 the Santa's Grotto visit for photographs that would usually be found at Tunbridge Wells West is unfortunately not part of the 2020 Santa Special experience.
37. Customers must follow guidance and socially distance from other groups, we will provide markers, signage and seat you appropriately but it is your responsibility to remain distanced from others.
38. Child presents are designed for children aged 2-10yrs, children between the ages of 2-15 are more than welcome to have 'Child' tickets purchased for them however the present may not be seen as suitable. There is no alternative to the present offered on board the train.
39. There are flashing lights and light displays as part of this experience. The visit to for photos with Santa does involve a minor queue, this queue is in outside Winter weather conditions and as per the above you must dress appropriately for an outdoor activity in the Winter.
40. In the event of any dissatisfaction with your Santa Special experience it is often easier to resolve issues on the day itself, the Spa Valley Railway will always endeavour to resolve customer dissatisfaction however if the event is run and operated as advertised, we cannot offer refunds.

41. Bookings cannot always be changed, and they cannot be refunded. The customer **MUST** ensure their booking is correct, times, seats and dates online before proceeding to payment.
42. Due to the costs incurred by the Spa Valley Railway in the lead up to this event an element of the ticket price forms a non-refundable deposit for this event. £10 per person will be taken for Standard Class and additional tickets in compartments and a deposit of £50 will be taken for a Premium Compartment out of the ticket price paid. This element of the ticket (a deposit) is non-refundable, in the event of a cancellation or the railway being forced to close due to a lockdown then the remaining amount paid per ticket/booking will be refunded or a voucher given for use at a later date. The deposit forms part of the overall ticket price and **IS NOT** refunded as and when the event takes place either.