

MIZENS RAILWAY

GENERAL TERMS & CONDITIONS FOR ALL BOOKINGS UNLESS SPECIFIED IN EVENT SPECIFIC CONDITIONS

The 'Small Print'

1. Prices are set for each event before tickets go on sale and will advertised with the details of the event.
2. All tickets are for 1 ride by 1 passenger on the suburban route unless otherwise specified.
3. All passenger must have a ticket.
4. Unfortunately due to Health and Safety restrictions we are unable to carry children under 12 months.
5. All Children must be able to site on the seat as they can not be carried in arms.
6. Children cannot travel without the appropriate ratio of Adults to Children.
Minimum ratio of adults to Adults to Children:
Children Under 9 is 1 Adult to 3 Children.
Children 9+ is 1 Adult to 5 Children.
7. Tickets are not refundable. In the event of cancellation of running due to extreme bad weather or enforced closure due to government regulations those with bookings will be contacted with available options that **may** include:
 - a. Option to transfer to another date at the Societies discretion.
 - b. A refund.
8. Any Updates about bookings for events will be placed on Society website and social media.
9. It is your responsibility to ensure that:
 - a. That all your details are correct on your PayPal account are correct as these will be used for all communications including vouchers for travel.
 - b. That you have access to the related email address and phone number as information may be sent right up to the time of your booking.
10. A email with instructions for your visit will be sent by email and a separate email voucher will be sent in the week before your booking up to 24 hours before. **Please check your junk / spam file if you have not received it.**
11. A £3 administration fee per booking may be charged for alterations to bookings.
12. All bookings are for trains scheduled to depart during the allocated time slot.
13. Motive power will be that of the choice of the Society and Steam trains will not be guaranteed of any particular train.
14. Due to the number of people on-site on days when bookings are required we are unable to accommodate Birthday parties etc. on site of any kind.
15. Apart from food and drink included with the adult tickets only food purchased in the tea room can be eaten in the building. We are sorry but we do not have room inside for you to bring your own food.

**ANY OF THESE CONDITIONS CAN BE VARIED BY
CONDITIONS RELATING TO SPICIFIC EVENTS.**