



The Polar Express Birmingham Conditions of Booking and Travel

1. 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.
2. VTL will use its best efforts to provide the steam or diesel locomotives 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. 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.
4. 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.
5. VTL does not permit the carriage of pets and bicycles. Guide dogs will be carried at no additional charge.
6. Wheelchairs can only be carried if prior notification is given at time of booking, and sufficient capacity for the carriage of wheelchairs remains available. On some rolling stock, there is no capacity for the carriage of wheelchairs.
7. There are no wheelchair accessible toilets available on any Vintage Train service. Special toilet stops cannot be provided on route.
8. For the safety & comfort of all our customers, smoking (including electronic & vapor cigarettes) is strictly prohibited anywhere on trains operated by VTL.
9. Passengers must not under any circumstance, block or occupy vestibule space, doorways and gangways. 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 and so we reserve the right to remove such items immediately and without debate. Arrangements for carrying such items on the train must be agreed with VTL at the time of booking.



10. 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 calling point. Any passenger choosing to do so may be removed from the train.
11. VTL reserves the right to refuse access to, or remove from the train, any person or
12. 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. 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.
14. 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 found on advertisements and on the VT web site at any time without notice.

Fares, Bookings & Tickets:

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 adult.

Bookings made by telephone will be verbally acknowledged at the time of booking and a confirmation sent electronically to the email address provided.

Bookings made online will be confirmed electronically to the email address provided.

No written confirmation will be sent for bookings made by post. If you require written acknowledgment, please enclose a stamped, self-addressed envelope together with a postal booking.

Ticket(s) and finalised travel information will usually be dispatched seven days before departure.

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



Cancellation Policy:

Tickets cancelled at least 28 days prior to travel will receive a full refund, less a £10.00 administration fee and any associated credit/debit card fees.

We regret that tickets cannot be exchanged or refunded less than 14 days prior to travel except in the case of a cancelled raitour 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.

Disabled People Protection Policy:

Please see separate DPP Policy

Complaints Procedure:

Please see separate Complaints Procedure

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