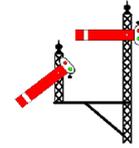


# BRANCH LINE SOCIETY

FOUNDED 1955



## STANDARD BOOKING TERMS AND CONDITIONS FOR FIXTURES, EVENTS and OTHER VISITS

### INTRODUCTION

The following terms and conditions are written primarily with reference to railtours operated over the national railway network but, insofar as they can be deemed appropriate, they apply to any fixture, event or visit organised by the Branch Line Society, either wholly or in association with other organisers.

### BOOKING TERMS AND CONDITIONS

1. In order to guarantee a place it is necessary to pre-book every trip, accompanied by any appropriate booking form and payment and to have received the organiser's confirmation that a place has been allocated. Participants booking for the whole of a tour or event will be given precedence over those only wishing to attend for a part of the tour or event. The acceptance of late bookings and the sale of part journey fares and of any spare seats which may be available on the day is entirely at the discretion of the organiser of the fixture. Pay on the day payments, where agreed by the organiser, must be in cash only. If, after an event, advice that a payment (cheque) has been declined then the person concerned would not be allowed to go on another fixture until the debt has been cleared.
2. Where your ticket is also a seat reservation (where the stock permits these to be made), you must only (initially) occupy the seat specified thereon. You may exchange places by agreement with other passengers, but do not occupy empty seats until after the last scheduled pick-up point, and then only with the permission of the organiser or carriage steward.
3. First class accommodation, when available, is only for the use of those passengers in possession of a ticket entitling them to occupy a first class seat. An upgrade may be available if seat availability permits.
4. Your ticket is only valid for travel on the chartered service specified thereon, whether operated by the Branch Line Society or other facilitators, and is not valid on any train operated by any other operator, or by connecting services, unless specifically and absolutely authorised in advance by the organiser. In certain circumstances, when visiting heritage lines, this condition may be varied by the heritage line itself as to their own services, and this will be specified in the tour publicity.
5. Whilst the Society requests facilities from a provider, and only advertises those that it is advised will be available, occasionally there are last minute changes to traction, the train consist or the route. Mechanical failure, emergency engineering work, adverse weather conditions and other circumstances totally outwith the Society's, or the facilitator's, control can force alterations at short notice; however, the Society and its Officers will do everything possible to deliver the service that has been advertised.
6. Where the Society is advised of alterations in sufficient time, then the details will, where practical, be advised to those who have booked.

7. On the day, the Society is obliged to react to delays and diversions caused by circumstances beyond its control. The facilitator and the Society's Officers will exercise the best judgement they can to minimise inconvenience but the Society cannot incur any liability for any late-running or missed connections, however caused, nor for the omission of any part of the route.

8. All passengers must allow ample time for their journey to their joining station as the train cannot be held beyond its advertised departure time. On occasions, to prevent delays to other services, trains may be obliged to leave slightly early, especially at intermediate boarding stations.

9. Once a tour is advertised and bookings are being accepted, the Society will only cancel the train as a last resort (for example, insufficient ticket sales or disruption of connecting transport). In this eventuality all passengers will be issued with a full refund of the ticket price by card refund or cheque but no other liability will be incurred.

10. The Society appreciates that occasionally passengers' circumstances change and they may no longer be able to travel. You must advise the organiser as soon as you are aware of this fact. Refunds will be considered up to seven days before the date of travel. Requests within seven days of travel will be considered only in extreme mitigating circumstances. The Society normally levies an administration fee of 10% (unless advised otherwise) from any cancelled booking in respect of abortive card handling charges etc.

11. Under no circumstances will a refund be given where a passenger does not appear on the day and where no prior advice has been given.

12 During any tour, fixture, visit or other event, literature of any nature may only be circulated to other participants with the express permission of the Branch Line Society's Train Manager or Fixture organiser.

13. Any public address system is solely for the use of the Train Operating Company's personnel, catering staff and the Branch Line Society's Train Manager, or persons authorised by them. Announcements are deliberately kept both short and few in number to prevent annoyance to other passengers and interference with their enjoyment of the trip. Other requests for use of the equipment will generally be refused; if, exceptionally, they are granted then any announcement made must be short and pertinent, whilst timed to interfere as little as possible with other matters to be considered.

14. Passengers making complementary arrangements, such as hotels and connecting train tickets, must remember that not only will the Society not be liable for any expenses so incurred but also that the other provider may levy cancellation charges of up to 100%. Where there is a choice of rates between refundable and non-refundable, passengers must appreciate that the choice is at their own risk and that a few extra pounds may be repaid many times over if cancellation is necessary and that could be viewed as a form of insurance.

15. Formal Travel Insurance may be available to cover participation on tours but the terms and policy conditions must be checked thoroughly before taking out such arrangements. In particular, it is extremely unlikely that Annual Travel Insurance Policies will give the required protection.

16. Bookings for more than one person will only be accepted where full details are provided of each individual within that booking.

17. Passengers are reminded to conform to specific instructions by organisers, stewards or representatives of those providing facilities, conveyed in writing, verbally or otherwise, in relation to a fixture (for example, a restriction on photography, a requirement not to open carriage windows or doors, a requirement not to enter a specified area, or a ban on the consumption of alcohol).

18. The Branch Line Society wishes all participants in its tours and events to have a calm and stress-free day with everyone enjoying their trip and their hobby in a relaxed and friendly atmosphere. This is usually achieved simply by all participants observing the common courtesies, whilst appreciating that others have different perspectives and aims within the overall hobby. Nevertheless, the Constitution and Standing Orders of the Branch Line Society provide for sanctions against those whose conduct during any event operated wholly or in association with other organisers under the name of the Branch Line Society, or which the Branch Line Society is stewarding, is unacceptable, whether by causing annoyance or nuisance to fellow participants, compromising the safety of the train and/or event or in any other way. This includes, but is not limited to, disorderly, discourteous or threatening behaviour or violence. Any person considered to be behaving in an unacceptable manner may be warned as to his/her conduct by either a Steward or an Officer of the Branch Line Society or may be excluded from the event at the earliest available opportunity.

19. In the event of any such exclusion, the Branch Line Society does not accept any liability for returning the participant to their destination point nor for any costs incurred by anyone in so doing. Further, the Branch Line Society may refuse to accept future bookings from any such person (or seek an additional guarantee, financial or otherwise, of future good conduct) and in the event that the person concerned is a member of the Branch Line Society may impose such other penalties and restrictions, including exclusion from membership, that the Committee deems appropriate in accordance with the Constitution and Standing Orders of the Branch Line Society.

20. Any person excluded from Branch Line Society membership and/or participation in tours, fixtures, visits and other events that the Branch Line Society operates, stewards or otherwise administers, including those run in association with other organisers, cannot make a booking on or otherwise attend these.

21. The Branch Line Society is willing to accommodate well-behaved children under five years of age where they are accompanied by, and constantly under the supervision of, a fare-paying adult passenger. Normally, children under five will be allowed to travel free of charge, however on this basis they may only occupy a seat which is not required by a fare-paying passenger. The likelihood of a free seat being available must be discussed with the event organiser in advance of any booking being made, and if no such seat is likely to be available, the appropriate fare must be paid for the under-five. The parent or guardian of any accompanying under-five passenger, whether the child is travelling free of charge or not, must take responsibility for ensuring that fellow passengers are not inconvenienced in any way, and they are reminded that some fixtures - particularly those that last all day - are not suitable for younger children.

22. There may be additional or alternative terms which apply to a particular fixture, especially those outside the British Isles, and you should familiarise yourself with these. Where any such variation/s exists, these will be clearly stated on the Online and Postal booking forms for the fixture concerned. These Terms and Conditions may be revised from time to time. Please make sure you review them regularly as you will be deemed to have accepted a revision if you book on a fixture after it has been posted.

(BLS 2014 last updated 06 December 2017.)