

Bure Valley Railway

Terms and Conditions of Travel

A – Tickets

The ticket is evidence of a contract between the passenger who has purchased it and Bure Valley Railway (1991) Ltd. (“the Company”)

Tickets are not transferable and may only be used by the person(s) for whom it has been issued. It must not be resold or passed to any other persons.

All persons travelling on trains operated by the Company must be in possession of a valid ticket or other authority to travel.

B – Conditions of Issue

Each ticket is issued subject to these conditions, and the conditions of any other Company or transport operator on whose services the ticket is valid.

Having sold a ticket, the Company is responsible for providing travel for the service it has agreed to provide. It reserves the right to provide for conveyance by road in lieu of rail if it is more expedient to do so (for example, in the event of breakdown, obstruction, staff absence or other failure).

All tickets are for a standard class of accommodation.

Any person travelling without a valid ticket or other authority to travel will be liable to pay the full rate single or return fare for the journey made of for which there is an intention to make, and there will be no entitlement to any discounts or special terms which might otherwise apply. However, this condition will not apply if a member of the Company’s staff has authorised a person to travel to a station to purchase a ticket because it was not possible to issue a ticket at the station where the person joined the train.

For ticket purposes, a child is a person between the ages of five and fifteen years, inclusive. A maximum of two children under five may travel free of charge with each adult. Additional children under five require a ticket at the normal child rate.

There is no discount for Senior Citizens.

C – Validity of Tickets

Standard single and return tickets are valid only on the date shown, on both outward and return journeys.

Aylsham – Wroxham return tickets are valid on all public trains on the day shown.

The period of validity of any other kind of ticket is that printed on the ticket or described in notices and publications available at the time of sale.

Tickets not used on the prescribed day or period of validity cease to be valid. Any passengers travelling with such a ticket will be liable to pay the full fare as if no payment had been made.

D – Use of Tickets

Unless otherwise indicated, the holder of any ticket may break their journey at any station where the train is booked to stop, and then resume their journey on a later train. The journey must be completed within the period of validity of the ticket.

A passenger using a ticket beyond the station for which it is available is liable to pay the difference between the fare actually paid and the appropriate single, return or round trip fare for the journey actually undertaken.

E – Responsibility of Passengers

Passengers should examine their tickets and change before leaving the office, shop or platform from which they purchase them, or confirming the online booking. The Company will not be liable for any mistakes made to which attention is not drawn at time of purchase.

Passengers must ensure they board the correct train and alight at the correct station. In particular, they are responsible for notifying the Guard, before boarding, if they wish to alight at an intermediate station, and following any direction regarding which portion of the train they should occupy.

Passengers must retain their ticket for inspection or collection when requested by an authorised member of the Company's staff. Any passenger who fails to produce a valid ticket will be treated as travelling without a valid ticket and treated as described in Section B.

Any ticket which becomes defaced, illegible or mutilated will cease to be valid.

Passengers are responsible for the safekeeping of their tickets. The Company will not replace a lost or mislaid ticket (or portion thereof) and they do not make refunds in respect of the value of such tickets.

F – Refunds

In the event of a passenger deciding not to travel, a refund on tickets purchased will only be paid more than 30 days in advance of travel. A £10 administration fee is payable.

Tickets do not guarantee a seat on any particular train, unless a seat reservation was specified at the time of booking.

If the train upon which a passenger required to travel is cancelled and the ticket is returned to the Ticket Office from which it was purchased as soon as reasonably possible, then a full refund will be made for the ticket(s) or portions thereof

G – Multiple Journey Tickets

Other than Day Rover Tickets, the Company does not issue multiple journey tickets.

H – Accommodation on trains

All accommodation on the Company's trains is of a standard class.

Non-disabled passengers may be required to vacate seats identified as priority seats for the disabled.

I – Timetables and Train Services

Whilst every effort will be made to maintain the advertised service, the Company reserves the right to alter, amend or suspend the service without notice at any time.

The Company does not guarantee that the trains will arrive or depart at the times stated in the timetables, nor that they will be hauled by a particular locomotive or type of locomotive, and will not be liable for any loss, delay, damage or disappointment so arising.

The Company may, when it considers it expedient to so do, and without being liable for any loss, consequential delay, damage or detention,

Suspend or discontinue the issue of tickets

Despatch trains from stations before the arrival of other trains shown in the timetable as connecting trains, or alter the time of departure or arrival of trains

Withdraw all railway passenger services from any station on any day or suspend or discontinue the running of trains.

Reasonable consideration will be given to applications for refunds where tickets are unused as a consequence of the withdrawal or suspension of services.

The Company may refuse access to stations, platforms or trains to any ticket holder they believe is likely to act in a riotous, disorderly or offensive manner.

The Company may cease issuing tickets before the stated time of departure of any train if in the opinion of the Company this is likely to aid a prompt departure.

J – Miscellaneous

Platform tickets are not normally required, but the Company may at their discretion refuse access to the platforms by any person not travelling at that time.

Tickets for special events and packages may have additional conditions or variations to these conditions.

The Company accepts no liability for loss or damage to any vehicle or bicycle left parked in its car parks or bicycle racks.

In the event of a material breach of any condition subject to which a ticket is issued the ticket shall be forfeit and delivered up to any member of the Company's staff.

The Company's staff have no authority to waive or change these conditions or extend or vary the scope of the Company's liability under these conditions.