

Terms and Conditions for General Online Bookings and Purchases

The following terms and conditions apply in addition to the railways standard Condition of Carriage available on the GWSR's website at <http://www.gwsr.com/media/102067/070817-conditionsocarriage-5.pdf>.

For date-specific events, the GWSR will consider refunds on their merit if cancellations are made at least 14 days prior to travel. Please note refunds cannot be considered after this time. Requests for refunds should be made by telephone and confirmed by e-mail. An administration fee of £5 will apply to all refunds.

We will try to accommodate alterations if requested at least fourteen days prior to travel, but only provided there are seats available on the new date. An administration fee of £5 will apply to all alterations.

Although every effort will be made to run the trains as advertised, the GWSR reserves the right to cancel, alter or suspend services without notice. Our liability in the event of cancellation will be limited to a refund of the appropriate part of the fare.

Refunds or exchanges in relation to faulty or damaged goods purchased from the Online Shop should be claimed by telephone and confirmed by e-mail. Refunds or exchanges in relation to undamaged goods purchased from the Online Shop will be considered on their merit. An administration fee of £5 will apply to all refunds for undamaged goods purchased from the Online Shop.