



Gloucestershire Warwickshire Steam Railway plc

The Railway Station, Toddington, Glos. GL54 5DT ☎ 01242 621405 www.gwsr.com



GLOUCESTERSHIRE WARWICKSHIRE STEAM RAILWAY Plc,
The Railway Station, Toddington, Gloucestershire GL54 5DT

Terms and Conditions of Business for Group Bookings for Travel

1. The Gloucestershire Warwickshire Steam Railway Plc ("We" and "the Railway") has offered to enter into agreement with you our customer ("You" and "Your") for a group booking. You accept these terms and conditions by making the booking.
2. All visitors to the Railway must abide by the Conditions of Carriage which can be viewed at www.gwsr.com under "About Us" and "Policy Documents".
3. These terms and conditions govern this booking which You have made with the Railway and supersede all other written or oral terms and representations between the parties which relate to this booking.
4. In the case of any conflict with any terms and conditions presented by You, then these Terms and Conditions shall apply.
5. All details of Your booking will be confirmed to you separately in writing.
6. Invoices are by prior arrangement only and payable in full net 14 days from the date of the invoice.
7. All group bookings must be paid for with one payment. Individuals paying separately will not be permitted.
8. Any extras, such as catering, will be confirmed separately to You in writing. Any catering changes must be notified to the Railway at least 12 days before the date of travel. A final catering confirmation letter will be issued to You 10 days before the departure date and this information will constitute the chargeable value.
9. It is Your responsibility to check all correspondence carefully and to make sure that we have interpreted Your requirements correctly. Any errors should be notified to us immediately in writing and in any event at least 7 days before the date of travel.
10. Your party should arrive at the departure station at least 20 minutes prior to departure of the train. Our trains run to a strict timetable and if Your party is late the train will not be held. If You miss the booked train, your party may travel on a later train that day subject to space being available. Any extras which have been booked may not be available on the later train but will still be chargeable. In the event your group is unable to travel no compensation or, if pre-paid, refund shall be payable.
11. Your party booking is valid only for the date booked. If you need to change the date or numbers traveling 7 days' notice in writing is preferred, though changes to the numbers traveling (but not catering) will be accepted up to the day of travel.
12. If Your booking is pre-paid and if for any reason You or members of your party do not travel, no refunds will be made.
13. Fares are determined by numbers of passengers and are in 2 bands. If the number of passengers arriving on the day differs from the number booked, then We reserve the right to charge the rate that applies to the number who travel.
14. Whilst we do our utmost to accommodate all people with disabilities, we operate a fleet of heritage railway carriages with limited facilities and space for those who are physically disabled. You must notify us in advance in writing if special assistance is required.
15. The Railway carries full Public Liability Insurance of £20 Million. Details are available on request.
16. The Railway accepts no liability for any loss, damage or inconvenience arising from or resulting from the cancellation, failure or suspension of any of our services. If for reasons beyond our control, the service You have booked on does not operate our liability to You is limited to a refund of the price You have paid.
17. Nothing in these Terms and Conditions shall exclude the Railway's liability for death or personal injury as a result of negligence.
18. If You wish to cancel a confirmed booking You may do so by notifying the Railway in writing preferably no less than 7 days before the date of travel.

Group Booking T&C Ver 1.2

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The Gloucestershire Warwickshire Steam Railway, plc is Registered in England & Wales No. 1576947. Registered office: The Railway Station, Toddington, Gloucs., GL54 5DT