



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 “Supporting the Railway”, “Management and Documentation”, and “Terms and Conditions”.
3. These terms and conditions govern this booking which You have made with the Railway and supersedes 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 or via email.
6. All bookings will be subject to a 50%, non-refundable deposit based on the number of passengers indicated at the time of booking.
 - a. The outstanding balance will be calculated using the actual number of persons travelling.
 - b. The outstanding balance will be payable on the day of travel or by invoice. Invoices inclusive of catering and extras where applicable, by prior agreement only.
 - i. Invoices will be payable in full, 14 days from invoice date.
 - c. Outstanding balances must be paid for with one payment. Individuals paying separately will not be permitted.
7. Any extras, such as catering, will be confirmed separately to You in writing. Any catering changes must be notified to the Railway at least 10 working days before the date of travel. A final catering confirmation letter will be issued to You 7 working days before the departure date and this information will constitute the chargeable value.
8. 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 10 working days before the date of travel.
9. 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. If Your group is unable to travel no compensation or, if pre-paid, refund shall be payable.
10. Your party booking is valid only for the date booked. If you need to change the date or numbers traveling 10 working days’ notice in writing is preferred, though changes to the numbers traveling (but not catering) will be accepted up to the day of travel.
11. 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.
12. Groups of ten or more passengers will attract a discount amounting to 10% on the standard advertised price.
 - a. Prices quoted at the time of booking will be inclusive of the aforementioned discount.
13. 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.
14. The Railway carries full Public Liability Insurance of £20 Million. Details are available on request.
15. 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.
16. Nothing in these Terms and Conditions shall exclude the Railway’s liability for death or personal injury because of negligence.
17. If You wish to cancel a confirmed booking You may do so by notifying the Railway in writing preferably no fewer than 10 working days before the date of travel.



Registered in England & Wales No. 01576947. Registered office:

Churchward House, Winchcombe Railway Station, Winchcombe, Glos, England, GL54 5LD