

MIZENS RAILWAY

SANTA SPECIAL

TERMS AND CONDITIONS

The 'Small Print'

1. Adult and Child's Fares are the same. includes a ride on the train and a present from Santa, Adult's fare includes a ride on the train, a mince pie and a complimentary drink.
2. Tickets are not refundable. However if trains are cancelled due to bad weather, see website and social media for details.
3. A £3 administration fee per booking will be charged for lost and/or alterations to the vouchers.
4. Please ensure that you arrive during the first 15 minutes of your time slot and collect your tickets from the ticket office and make your way straight to the train loading area.
5. The booking is for trains scheduled to depart during the allocated time slot.
6. All trains will follow the 'suburban' route.
7. Motive power will of the choice of the Society and Steam trains will not be guaranteed of any particular train.
8. Unfortunately due to Health and Safety restrictions we are unable to carry children under 12 months.
9. Children cannot travel without the appropriate ratio of Adults to Children.
Minimum ratio of adults to Adults to Children:
Children Under 9 is 1 Adult to 3 Children.
Children 9+ is 1 Adult to 5 Children.
10. All Children must be able to site on the seat as they can not be carried in arms
11. Child's Fare includes a ride on the train and a present from Santa
12. Adult's fare includes a ride on the train, a mince pie and a complimentary drink
Complimentary Tea / Coffee and Mince Pie are to be collected in the station tea room
or
Complimentary Mulled Wine and Mince Pie are to be collected from past the ticket office.
13. Due to the number of visitors on Santa Special days we are unable to accommodate Birthday parties etc. on Santa Special days.
14. Apart from food and drink included with the adult tickets only food purchased in the tea room can be eaten in the building. We are sorry but we do not have room inside for you to bring your own food.