

Terms of Business – Online Ticket Sales

We are Valley Rail Ltd, a company registered in England and Wales number 14993250. Our registered office is Perrygrove Farm, Perrygrove Road, Coleford, GL16 8QB. The following documents contain the conditions under which we do business. In all documents “you” refers to any person with whom we do business.

STANDARD CONDITIONS This document contains our Standard Conditions which apply to everything we do.

ONLINE TICKET SALES These include our conditions relating to distance selling

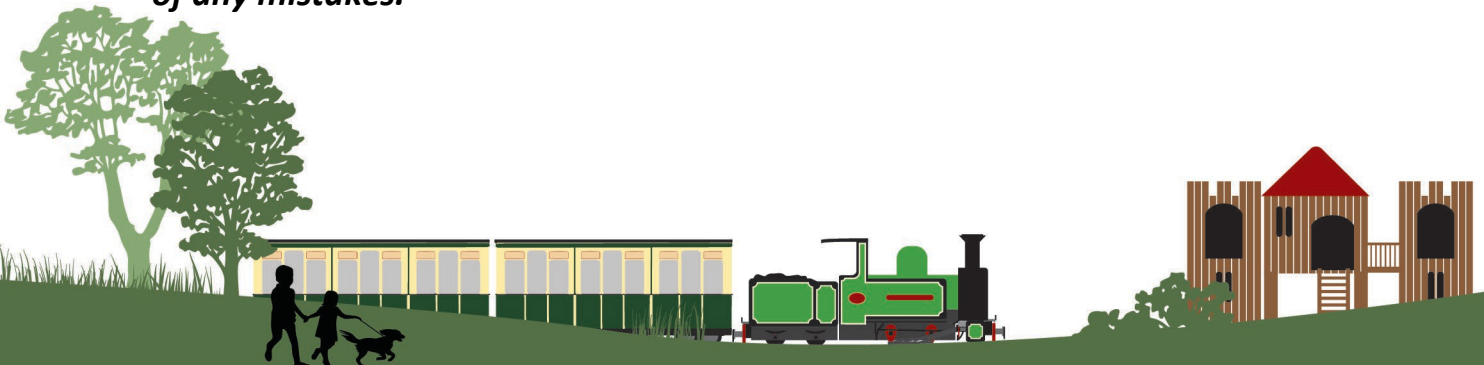
PRIVACY AND DATA PROTECTION POLICY This explains how we deal with private information

All these documents are published on our website. In addition our booking forms, payment plans, tickets and written correspondence include conditions which are specific to individual transactions. In the unlikely event that a provision in the Standard Conditions conflicts with a condition in another document the other document will take precedence.

Online Ticket Sales

Last updated 4th July 2024

Please check your tickets when you receive them and notify us immediately of any mistakes.



The Valley

Railway Adventure

Bookings

Our Standard Conditions apply to online ticket sales and other advance bookings, together with the following.

Cancelled and re-scheduled services

We try very hard to operate our advertised services. If we do have to cancel or re-schedule a pre-booked service we will attempt to contact you using the contact details you provide. We will also post on our Social Media any cancellations we make on the day – please check before you set off because we are not responsible for wasted travel costs.

Changes to bookings

We will endeavor to change online and other advance bookings for our ordinary services (special rules apply to functions) but we are not obliged to do so if this is impractical. We make an administration charge of £5 per booking for changes.

Refunds

Refunds of payments for online ticket sales will be made if one of the following applies:

- We fail to operate the service or supply the relevant goods which have been purchased, or the service or goods are materially faulty or mis-described.
- You have purchased a service which you are unable to use, you give us sufficient notice, and we are able to re-sell the service; in such cases an administration charge will be deducted (this does not apply to functions – see separate conditions). For online ticket sales the administration charge is £5. If however the ticket cannot be re-sold then no refund will be offered.
- The purchase is covered by the Consumer Protection (Distance Selling) Regulations 2000 and we are notified in writing within 10 working days from the day after the purchase and before you receive the services or goods you have ordered.
- You are a consumer as defined by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and you give us the prescribed notification in writing within 14 days from the day after your purchase.

If we have already supplied any services or goods we may make a deduction for the value of these when calculating your refund. We do not give refunds or replacement tickets if your tickets are lost or stolen.

