



Ravenglass – Cumbria – CA18 1SW

Tel: 01229 717171

E-mail: steam@ravenglass-railway.co.uk Web: www.ravenglass-railway.co.uk

Thank you for booking a trip to travel on the Ravenglass & Eskdale Railway. Please check the following details are correct and pay close attention to the information below regarding the structure of your day. **Please confirm your booking and acceptance of the attached Terms & Conditions, by replying to this email, stating CONFIRMED and the booking reference number in the subject line.** *If any of the above details are incorrect, please contact the office on 01229 717171*

RER Ref: (Please quote in all correspondence)	
Tour Type:	
Tour Operator:	
Group Name:	
Date of Visit:	
Departure from Ravenglass:	
Departure from Dalegarth:	
Ticket Reference:	
Price per Adult:	£
Price per Child:	£
Planned Numbers Travelling - Adult:	
Planned Numbers Travelling – Child:	
Museum Guided Tour:	
Museum Price:	£
Food Type:	
Food Price per person:	£
Payment Method:	
Booking Date:	
Booking Contact Name:	
Email Address:	
Telephone Number:	
PO Number:	
Invoice Address:	
Billing email Address:	
Billing contact Number:	

Final numbers must be confirmed one week prior to your date of travel. Please email steam@ravenglass-railway.co.uk with you RERG booking number - FINAL NUMBERS as the subject line and mark as URGENT! Updated tickets will be sent to you at this point; please ensure tickets are forwarded to your Tour Leader. Additional passengers cannot be added after final numbers have been confirmed. If you have passengers with additional mobility needs, please inform us with your final numbers to avoid departure delays.

We will endeavour to allocate all seats in closed compartments for your group, however, this cannot be guaranteed. We do allow additional seating for the comfort of your passengers as space allows.

Please see the additional sheet of notes for Drivers and Tour Leaders and ensure that they have access to a copy of this and all other documents (tickets etc) for prompt arrival at the Railway.

Thank you for supporting us and we look forward to seeing you here in 2024.



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Terms and conditions for group ticket purchases with Ravenglass and Eskdale Railway

Tour Operator Bookings 2024

In addition to the Railway's general Terms and Conditions: <https://ravenglass-railway.co.uk/terms-and-conditions> the following applies to Groups:

1. You will receive a confirmation of your booking, please check all details are correct and inform us directly if not.
2. Please confirm your group numbers (minimum 10 PAX) by email seven days prior to your visit, quoting your RERG reference number in the subject line and mark as URGENT.
 - 2.1. Train seats will be allocated, and e-tickets sent to you. These e-tickets must be presented when joining the train.
 - 2.2. Amendments cannot be made once final numbers have been accepted (at least seven days) before your visit and you will be charged for final numbers booked.
 - 2.3. Please inform us of any mobility issues when confirming numbers.
 - 2.4. Ensure your Driver and/or Tour Guide has the additional information to keep things simple on the day.
3. Adult supervision for minors shall be provided by the tour operator/group organiser.
4. Passengers may only board and alight when the train is at designated stops.
 - 4.1. Passengers must sit in the allocated seats for the duration of the journey.
5. Smoking is not allowed on board the train, on the platforms or in the main buildings (including e-cigarettes and vapes).
6. No alcohol may be taken onboard the trains.
7. The R&ER may cancel or alter travel in the event of emergency, breakdown, strike, bad weather or for any other reason outside its control, without being liable for any loss or damage.
8. The tour operator/group organiser will be responsible for any loss or damage to the locomotive, carriages or the Company caused by any member of their party.
9. The tour operator/group organiser will be responsible for any loss or damage to the locomotive, carriages or the Company caused by any member of their party.
 - 9.1. Minimum 10 persons to qualify.
 - 9.2. Food must be pre-booked. Payment to be made in full with travel costs.
 - 9.3. Dietary requirements and allergies must be given, with passenger names, with final numbers.
10. Tour operators that wish to be invoiced after travel must confirm their booking by email within 7 days of receipt of this booking confirmation, and confirm billing details are correct.
11. No cancellation within seven days. Full charges apply.



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Drivers:

Please allow adequate time for your journey and arrive 30 minutes prior to departure to allow for disembarkation, checking in and comfort breaks.

In the Lake District National Park and Cumbria, distances look short but journey times can be longer than expected.

Please note there is a height restriction of 12 Foot 9” for coaches entering the Ravenglass & Eskdale Railway car park. We advise coaches to reverse up the car park from the road into our coach parking area next to the ticket office, towards the back of the car park. This ensures a straight line entry and exit for you. In the event of another coach being parked in this space, please drop off your passengers by the Booking Office and park on the driveway leading up to the car park.

If you require alternative arrangements, please call us in advance on 01229 717171

Tour Leaders:

The tour leader must check in at the Booking Office upon arrival to collect relevant paperwork. If you are booked on a joint Steam on the Wild Side ticket, you must ensure that the Green Ticket you receive at the Booking Office is handed to the staff at Muncaster.

Tickets: The seat allocation is on your tickets which will be emailed to your organising Tour Group. **Please ensure you have a copy of the tickets to be scanned on the platform.** There will be staff on hand to help your passengers into the correct seats for the journey. **All passengers must sit in the compartments allocated to them for both parts of the journey. Failure to do this may cause delays.**