



Annual Family Pass

Information & Advice

Our Annual Family Pass provides a great way to make repeat visits to the Severn Valley Railway throughout the year. The pass permits two named adults and up to four children (4 – 15 years) to travel on many of our normal services throughout the year and is available in advance from our Head Office ticket desk at Comberton Place, Kidderminster and from our main stations at Kidderminster, Bewdley or Bridgnorth.

Your questions answered . . .

What does 'Annual Family Pass' with photo ID mean for me?

We are providing you with a personalised, credit card size, Annual Family Pass which now includes a photograph of each of the pass-holders. Secondary identification will NOT now be required when this new style of pass is used on the trains. Old style passes are being phased out, but may be substituted in certain circumstances for a short time.

You must supply photographs of the two adults who will be named on your pass. All photo files must be either .jpg, .gif or .png format and must only show a full face view. Side profile images or images that include shoulders for instance are not permitted.

Mobile phones and tablets often have facilities for taking photographs as do most laptops and desktop computers with a webcam attached. Digital cameras may also be used but beware of settings that produce large file sizes. Larger image files will be resized by our system but may take a while to upload, please be patient. As a guide file sizes of under 1mb are the most suitable.

Digital images may be sent by email to photoid@svrlive.com clearly marked with the full names of the proposed pass-holders.

If you buy your pass on-line from our website you will automatically be requested to upload your photographs before you can complete your purchase but, if you do not have the necessary equipment to produce your own digital photographs, you may either:

Provide passport style photographs (from a photo booth for example) on purchase, or we can take your photograph at our Comberton Place Offices at Kidderminster. Photographs cannot be taken at our stations.

FAILURE TO SUPPLY SUITABLE PHOTOGRAPHS WILL DELAY THE SUPPLY OF YOUR PASS.

Can I lend my Annual Family Pass to someone else?

No - The new Annual Family Pass with photo ID is strictly not transferable.

Do I need to go to the station booking office on arrival?

No – On arrival you may go directly to your chosen train and select your seats.

Can I travel in first class seats on the train?

No – The Annual Family Pass is valid for third class travel only. You can upgrade your family to first class travel on payment of a supplement per person. The Ticket Inspector will collect this supplement from you on the train if you choose to sit in first class seats.

Are there any days when the pass is not valid?

Yes – The pass cannot be used on special event days when revised fares apply, however, the pass CAN be used on special event days when normal fares apply. The pass is not valid on our pre-booked pre-Christmas services or on any evening or night time service.

Can I use the pass when booking Dining Experiences?

Yes – The pass can be used in place of tickets on our daytime pre-booked dining services. Please inform our staff when you make your dining car reservation. The pass is NOT valid for evening dining trains including Murder Mystery trains.

Must both named adults always be present?

No – Only one of the named adults must be present when the pass is used. Any adults who travel with you and who are not named on the pass will need to pay the appropriate fare.

Can I bring extra adults with me?

Yes - Other adults, not named on the pass, may travel with you but they must pay the correct fare for the journey undertaken.

Can I bring extra children with me?

Yes – If you bring more than four children with you the correct fare for the journey undertaken must be paid. Remember – under fours travel free!

I have a dog who travels with me. Can the animal travel free in lieu of children?

Yes – A dog may travel in the place of a child on the pass.

Are there any additional concessions for less able visitors?

No – Annual Family Passes already provides excellent value of money. No other discounts are available.

What happens if I lose my Annual Family Pass?

If you lose your pass you may request a replacement. All replacements will be at the discretion of the General Manager and will incur a charge of £20.00.

Can I change the name(s) of the adult(s) shown on the pass during the year?

Yes - One name/photo change is permitted in any 12 month period. A name/photo change will incur a charge of £20.00.

Will you contact me when my pass needs renewing?

No – Unfortunately, we can no longer issue reminder letters for the pass. Prior to the expiry date on your pass, you can either contact our main offices on 01562 757900, or go direct to the booking offices at Kidderminster, Bewdley or Bridgnorth to have it renewed. A temporary pass will then be given, while your pass is printed and posted.

Finally, we hope that you will enjoy using your Annual Family Pass and look forward to seeing you at the Severn Valley Railway soon.

**HEAD OFFICE:
SEVERN VALLEY RAILWAY, NUMBER ONE, COMBERTON PLACE, KIDDERMINSTER,
WORCESTERSHIRE, DY10 1QR.**