

# Footplate Experience

## Conditions of Booking

Participation in a Footplate Experience Course has two elements:

- The initial purchase of the course and
- The selection of the course date.

A minimum deposit of £100 or the course fee in full is required at the time of booking. The balance is payable 28 days prior to the date that the course is to be taken.

### If we cancel your course. . .

Whilst every effort will be made to operate Footplate Experiences on the dates advertised and agreed, there may be occasions when we have to curtail or cancel a course for operational reasons. If we cancel your course we will offer you:

- An alternative date.

or

- A full refund of the full course fee to the person who paid for it.

We will not reimburse any additional expenses directly incurred by the purchaser of the Footplate Experience package.

### If you cancel your course. . .

Once confirmed in writing, Footplate Experience courses cannot be cancelled or monies refunded. However, in exceptional circumstances refunds may be considered, but will be at the discretion of the General Manager whose decision will be final. Requests for refunds will need to be supported by appropriate documentation.

Once the date of the course has been agreed it will be confirmed in writing. If the course participant(s) requests to postpone or change a course once confirmed the following charges will apply:

More than 60 days before the date of the course -	Free.
Between 28 and 60 days before the date of the course - (If we are unable to book another customer onto your course)	£25.00 administration charge.
Less than 28 days - (If we are unable to book another customer onto your course)	Loss of full course fee.

**Continued overleaf**

## **Advice for the Less Able**

Courses are available for any person over the age of 18 years. However, for safety reasons, conditions apply to those with limited mobility or those with other learning or behavioural difficulties.

### **For safety and comfort all course participants need to:**

- Reasonably fit with good eyesight and hearing and possess full use of both hands.
- Be able to climb into and out of a locomotive cab safely. They should be capable of climbing, unaided, a six foot vertical ladder with widely spaced rungs.
- Be able to withstand a locomotives hard ride and an area that is hot and noisy with coal dust and ash blowing around. Those with heart, respiratory or back problems may find the course difficult and are advised to seek medical advice before booking.
- Be able to understand the safety procedures on and about the locomotive, which will be given to them at the start of the course, to retain that information and be able to react positively to it during the course.

**As a guideline, in cases where there is doubt as to a person's ability to meet these criteria, the holding of a current driving licence will usually satisfy this requirement.**

Applications from persons with learning difficulties are acceptable providing the person for whom the course is made meets the above criteria and can safely undertake footplate work.

**Safety constraints limit the number of people on the footplate to not more than four at any one time. Helpers or carers CANNOT be accommodated on the footplate when the locomotive is moving.**

**Your booking will be taken as an assurance that the person for whom the booking is made fulfils the above safety criteria.**

**To avoid disappointment on the day, please be as accurate as possible in your assessment of the applicant's suitability to safely undertake the course.**

**The Severn Valley Railway retains the right to refuse entry to a course for any person where it is considered that their inclusion on a course might be detrimental to their own safety or that of others.**