

Footplate Experience

Conditions of Booking

Participation in a Footplate Experience has two elements:

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

A minimum deposit of £100 or the Experience fee in full is required at the time of booking.

Please contact us with the final balance payable 28 days prior to the date that the Experience is to be taken.

If we cancel your Experience. . .

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 an Experience. We will endeavour to inform you of any changes at least four weeks before the Experience. If we cancel your experience we will offer you:

- An alternative date.

or

- A full refund of the full experience 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 Experience. . .

Once confirmed in writing, Footplate Experiences 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 experience has been agreed it will be confirmed in writing. If the experience participant(s) requests to postpone or change an experience once confirmed the following charges will apply:

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

Continued overleaf

Advice for the Less Able

Footplate Experiences 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 Experience participants need to:

- Be 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 experience 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 experience, to retain that information and be able to react positively to it during the experience.

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 experience.

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