



INFORMATION AND ADVICE

Our **LOYALTY PASS** offers great value to those looking to make repeat visits in a single year to the Severn Valley Railway, permitting one or two named adults (plus up to four children aged 4 - 15 in the case of the family pass) to travel as many times as they wish on our normal services through the year.

In addition it also gives you 15% discounts on purchases from our refreshment rooms (excludes alcohol) and gift shops, access to reduced price tickets for some special timetable events (galas and Step Back to the 1940s weekends) and priority booking for extra-special events such as Santa, Steam in Lights and Halloween.

The **LOYALTY PASS** is available to buy in advance online, over the telephone, from our station booking offices in Kidderminster, Bewdley or Bridgnorth or from our Visitor Services Department at Comberton Place in Kidderminster.

YOUR QUESTIONS ANSWERED

What does the **LOYALTY PASS** with photo ID mean for me?

We are providing you with a personalised, credit card sized, **LOYALTY PASS** that includes a photograph of each of the named pass holders. You must supply photographs of each of the adults 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 including 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 1 MB are the most suitable. Digital images may be sent by email to photoid@svrlive.com. Please choose a file name for each photograph based on the name of the person in the photo e.g. fsmith, janetjones etc. These file names must consist of letters only, no numbers or symbols please.

If you buy your pass on-line from our website, you will be requested to upload your photograph(s) digitally before you can complete your purchase. If you do not have the necessary equipment to produce your own digital photograph(s) you may instead apply in person or over the phone and provide hard copy passport-style photographs (from a photo booth, for example) to our Head Office at Kidderminster in person or by post. (Please ensure each photo is named.)

Can I lend my pass to someone else?

No. The **LOYALTY PASS** with photo ID is strictly non-transferable.

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

No. On arrival, go directly to your chosen train, and select your seats.

Can I travel in first class seats on the train?

No. The **LOYALTY PASS** is only valid for third class travel. You can upgrade to first class travel on payment of a supplement per person travelling. 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 is NOT valid for free travel on special event days when revised fares apply (although **LOYALTY PASS** holders are entitled reduced-price tickets for our galas and Step Back to the 1940s weekends) or on pre-booked Christmas services. Where special events occur however with normal fares, the **LOYALTY PASS** is valid for FREE travel.

Can I use the pass when booking Dining Experiences?

Yes. The pass can be used in place of travel tickets on all pre-booked dining services, including evening Murder Mysteries. Please inform our staff that you are a **LOYALTY PASS** holder when you make your dining car reservation.

Must both named adults always be present in the case of passes for 2 adults or families?

No. Only one of the named adults needs to be present when the pass is used. Any adults who travel with you and who are not named on the pass MUST 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 appropriate fare.

Can I bring extra children with me?

Yes. If you are a family pass holder and bring more than four children with you, the additional children MUST pay the appropriate fare. Remember that under fours travel free!

I have a dog who travels with me. Can the dog travel free in lieu of another named adult or children?

Yes. A dog may travel in the place of the other adult or a child in the case of a 2-adult or family pass.

Are there any additional concessions for less able visitors?

Yes in that the LOYALTY **PASS** offers a category for 1 disabled + 1 carer which offers excellent value for money compared to the cost of the pass designed for 2 adults.

What happens if I lose my LOYALTY **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. You may change the name on the pass, but it will be at the discretion of the General Manager and will incur a charge of £20.00.

How will you administer the priority booking for extra special events?

Priority booking notification will only be administered by email. Please therefore ensure you give permission for us to contact you by email by ticking the **FIRST** box on your application form. You may unsubscribe from priority booking notifications at any time. Full details of our data policy can be found at SVR.CO.UK.

Will you contact me when my pass needs renewing?

Yes. We will write to you before your LOYALTY **PASS** is due to expire. Prior to the expiry date on your pass, you can either contact our main offices on 01562 757 900, 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.

Must my membership type match the type of LOYALTY **PASS I wish to buy, to benefit from the members' discount?**

No. So long as at least one of the named adults on the LOYALTY **PASS** is a member - adult or senior - then the discount is valid.

What else do I need to know about the terms and conditions?

Not much, just that the LOYALTY **PASS** may not be used in conjunction with any other discounts and promotions. Also the pass remains the property of the Severn Valley Railway (Holdings) PLC at all times and must be surrendered to the Company on request.

Finally, we hope that you will enjoy using your LOYALTY **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 1QX.