



## Conditions of Use

Please read these conditions carefully.

You should only retain the tickets if you agree to abide by them.

1. Refunds, changes and exchanges of pre-booked tickets will not be considered.
2. The Severn Valley Railway does not guarantee that trains will depart or arrive at a particular time and will not be held liable for any delay to the service or any inconvenience this may cause.
3. If, due to unforeseen circumstances, we cancel your train, we will refund the monies paid by you, including the booking fee. We will NOT be liable for any other costs.
4. If you fail to arrive in time for the departure of your train we will try to allocate seats on a later train BUT THIS WILL BE SUBJECT TO AVAILABILITY AND IS NOT GUARANTEED. Should we be unable to do so we WILL NOT refund any monies paid.
5. If you are unable to travel to the SVR as a result of severe weather or illness we DO NOT offer a refund or replacement tickets.
6. We will NOT refund or make allowances for the cost of returning unused tickets to us. It is for you to decide on the most effective way of returning unused tickets and you are required to bear the cost.
7. We will NOT carry forward the face value of any unused tickets from one year to the next.
8. Our staff are NOT empowered to vary these conditions.

If, when you have read these conditions, you do not wish to retain the tickets you must return it, within seven days and at your expense, for a refund which will EXCLUDE the booking fee.



Severn Valley Railway (Holdings) Plc,  
Number One, Comberton Place, Kidderminster, DY10 1QR

Tel: 01562 757900 (option 1)

[www.svr.co.uk](http://www.svr.co.uk)

# PAW Patrol Visit

## April 28th & 29th Timetable

|                            | D     | S     | S     | S     | S     | D    | S    | S    | S    | S    |
|----------------------------|-------|-------|-------|-------|-------|------|------|------|------|------|
| Kidderminster              | 9.00  | 9.50  | 10.30 | 11.20 | 12.10 | 1.00 | 1.50 | 2.40 | 3.30 | 5.05 |
| Bewdley                    | 9.14  | 10.04 | 10.49 | 11.39 | 12.29 | 1.19 | 2.09 | 2.59 | 3.49 | 5.24 |
| Arley                      | 9.30  | 10.20 | 11.10 | 12.00 | 12.50 | 1.40 | 2.30 | 3.20 | 4.10 | 5.45 |
| Highley & The Engine House | 9.38  | 10.28 | 11.18 | 12.08 | 12.58 | 1.48 | 2.38 | 3.28 | 4.18 | 5.53 |
| Hampton Loade              | 9.55  | 10.50 | 11.40 | 12.30 | 1.20  | 2.10 | 3.00 | 3.50 | 4.40 | 6.15 |
| Bridgnorth                 | 10.10 | 11.05 | 11.55 | 12.45 | 1.35  | 2.25 | 3.15 | 4.05 | 4.55 | 6.30 |

|                            | S     | D     | S     | S     | S    | S    | D    | S    | S    | S    |
|----------------------------|-------|-------|-------|-------|------|------|------|------|------|------|
| Bridgnorth                 | 10.20 | 11.10 | 12.00 | 12.50 | 1.40 | 2.30 | 3.20 | 4.10 | 5.00 | 5.45 |
| Hampton Loade              | 10.45 | 11.35 | 12.25 | 1.15  | 2.05 | 2.55 | 3.45 | 4.35 | 5.20 | 6.10 |
| Highley & The Engine House | 10.53 | 11.43 | 12.33 | 1.23  | 2.13 | 3.03 | 3.53 | 4.43 | 5.28 | 6.18 |
| Arley                      | 11.15 | 12.05 | 12.55 | 1.45  | 2.35 | 3.25 | 4.15 | 5.00 | 5.50 | 6.35 |
| Bewdley                    | 11.34 | 12.24 | 1.14  | 2.04  | 2.54 | 3.44 | 4.34 | 5.19 | 6.09 | 6.54 |
| Kidderminster              | 11.45 | 12.35 | 1.25  | 2.15  | 3.05 | 3.55 | 4.45 | 5.30 | 6.20 | 7.05 |

**S** Train operated by a steam locomotive    **D** Train operated by a diesel locomotive

Wheelchair saloon available

[www.svr.co.uk](http://www.svr.co.uk)

## Dear Visitor,

Thank you for purchasing tickets for our PAW Patrol Visit.

Your ticket includes:

- Guaranteed seat on your first departure from Kidderminster or Bridgnorth.
- Entry into The Engine House at Highley where Chase & Skye will be appearing at intervals.
- Join our magic shows with A Box of Tricks.
- Opportunity to ride on as many other trains during the day after your first outward trip.

The ticket permits travel on the Railway for the whole day, so you can explore every station and ride on as many trains as you like. If the weather's nice, there are a number of riverside walks from Hampton Loade, Highley and Arley to feed the ducks. You can also visit both Bridgnorth and Bewdley towns only a short walk from the Stations too.

When you get off the train at Highley, The Engine House is a short walk from the station. Be sure to follow the signs over the footbridge, or across the barrow crossing when the gates are opened.

## At The Engine House:

**Chase & Skye will be appearing for approximately 25 minutes at intervals throughout the day at the Engine House, Highley at the following times:**

- Chase: 10.45am, 11.45am, 12.45pm, 2pm, 3.15pm\*
- Skye: 11.15am, 12.15pm, 1.15pm, 2.45pm, 3.45pm\*

## Also at The Engine House:

- Magic Shows with A Box of Tricks – 11am, 12 noon, 1pm, 2pm, 3pm, 4pm\*
- Cinema showing episodes of PAW Patrol
- Outdoor Railway themed play area
- Fascinating collection of 8 full size steam locomotives
- Sort the letters in our Mail Train
- Interactive exhibits for children and play tables
- Restaurant with children's menu available
- Gift shop featuring a range of PAW Patrol merchandise

\*times may be subject to change

Tickets will be checked on entry to The Engine House and the marquee where Chase & Skye will appear.

## And finally . . .

We hope that you have a great day out on the Severn Valley Railway during this event. For more information, please visit [www.svr.co.uk/PAWPatrol](http://www.svr.co.uk/PAWPatrol), or phone 01562 757900.

## Important Information

### General advice

Once you have booked your tickets, amendments will not be accepted under any circumstance. Refunds of pre-booked tickets will only be considered if they are received at least 10 days before the date of travel. Any refunds will be at the discretion of the General Manager. For further conditions, please see the reverse of your ticket.

### Arrival

You should arrive at least 30 - 45 minutes before your train departure time. This will allow enough time to reach the station from the station car park, or public 'Pay & Display' car parks in Bridgnorth or Kidderminster. Remember that our car parks will be busy, with spaces available on a first come, first served basis, and that you may have a short walk to reach the station platform.

Parking Postcodes:

- Kidderminster: Station DY10 1QX, Harriers FC DY10 1NB (limited on April 28th), King Charles School DY10 1XA.
- Bridgnorth: Station & Overflow WV16 5DT. More parking may be available, please keep up to date by visiting [www.svr.co.uk/PAWPatrol](http://www.svr.co.uk/PAWPatrol)

If possible, we strongly advise you to use public transport, including the excellent mainline train service to Kidderminster. Large carparks are available at Rowley Regis and Stourbridge Junction.

**Access for the Less Able** – We are pleased to welcome visitors with accessibility issues. Most of our trains have specially adapted carriages. Ramps, which permit access for wheelchairs to our trains, are available at all stations. If you have a person in your group who has accessibility issues and requires the use of a wheelchair or mobility scooter, please reserve your place on the train at the point of booking. If a wheelchair or mobility scooter space is not reserved, it is unlikely we will be able to accommodate the vehicle on the train.

**Your first train ride** – You MUST travel on the date and train time shown on your ticket. Your group will all be seated together by our staff providing you are all together on the platform at the time of boarding. You will NOT be permitted to select the part of the train that you sit in. Seating on the train is available on tables of 4, and compartments of 6 or 8. Groups with more than 8 members will not be seated together. Once you have travelled on this train, you may travel on any other service for the rest of the day.

**Buggies & pushchairs** – These will need to be folded on arrival at the station and will be loaded into the brake-van on the train. They can be collected from our staff at the end of each journey. Buggies and pushchairs are identified by numbered tags and a member of your group will be given a corresponding numbered wristband to wear. Please ensure your buggies & wheelchairs have rain protectors fitted. The SVR will not be responsible for any water damage.

**Nappy changing facilities** – Nappy changing facilities are not available on the train. Please use the toilets at Kidderminster, The Engine House or Bridgnorth.

**On-train catering** – A trolley service is usually available on all trains. Hot and cold drinks and light snacks may be purchased at your seats from one of our stewards.

**Toilets** – You are strongly advised to use toilets located at our stations.

**Smoking** – Smoking or the use of e-cigarettes is NOT permitted on our trains or anywhere on the Railway. Please look out for advisory signs.