

EMBSAY & BOLTON ABBEY

STEAM RAILWAY

Signal Box Experience

Ts & Cs

- Wear sturdy shoes / boots that protect your feet - trainers are definitely not permitted.
- Wear suitable clothing. While the signal boxes are not particularly dirty environments its best not to wear best clothes! Trousers should be worn by all participants.
- Not attend the ride experience under the influence of alcohol or drugs.
- Participants must arrive before the scheduled briefing time. Operational preparations cannot be delayed.

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 be:
- Reasonably fit with good eyesight and hearing and possess full use of both hands.
- Be able to climb a steep set of stairs into and out of a signal box safely. They should be capable of climbing, unaided, a 5 foot vertical ladder if participating in a 2 Box experience to exit and enter a guard's van track side.
- 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 signal box, 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 signal box work. Safety constraints limit the number of people in the signal box to not more than two at any one time. One carer can be accommodated in the signal box. 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 Embsay & Bolton Abbey Steam 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.

Cancellations

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

Railway 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 - £25.00 administration charge.
- Less than 28 days - Loss of full course fee.

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 incurred by the purchaser of the course