



# Online Ticket Sales

## Terms and Conditions of Booking

'We' are Lappa Valley Railway Company Limited, trading as Lappa Valley, Cornwall's secret world of play and trains. A registered company in England and Wales number 01139390. Our registered office is Lappa Valley, Benny Halt, St Newlyn East, Cornwall, TR8 5LX.

The following documents contain the conditions under which we do business. In these documents 'you' refers to any person with whom we do business.

By purchasing tickets online from a Lappa Valley online outlet for standard days or special events, you agree to the following Terms & Conditions.

1. Please ensure you have the correct date, time, service/ product and number of visitors upon booking your tickets. Limited changes may be possible, subject to availability and a £5.00 administration fee.
2. A transaction fee of £2.50 is applied automatically to any booking made online, in person, or over the phone. This is applied per booking and not per ticket.
3. On the day of your visit, you will need to bring your order conformation either printed or shown on a device as proof of your booking.
4. Season tickets, discount return cards or any other discount voucher / complimentary tickets are not valid for certain events. Please see the specific event page for confirmation of this.
5. Once places are booked and allocated, please contact us directly if you require additional tickets for your group, due to limited availability, we cannot guarantee this will always be possible. A £5.00 administration fee will be applied to any changes made.

### CANCELLED OR RE-SCHEDULED SERVICES / CHANGES TO SERVICES

1. Lappa Valley endeavours to operate all advertised services. In the unlikely event we cancel or re-schedule a pre-booked service, we will attempt to contact you using the contact details you provide at the time of booking. We will also post on our website and on social media pages any cancellations we make on the day. Please check before you travel to Lappa Valley.
2. Lappa Valley is not liable for additional costs (travel/accommodation/transfers etc) incurred.
3. Lappa Valley cannot guarantee which locomotive will operate on any specific train. For operational reasons, a diesel may be used vice steam with little or no notice.
4. All advertised trains and attractions are all subject to availability and may be changed or withdrawn with little or no notice.
5. Lappa Valley is not liable for any delays to trains that still operate within a reasonable period of pre-booked time (within 2.5 hours)

## CANCELLATION AND REFUNDS

1. Once booked, we do not offer refunds of monies paid for tickets. Limited changes may be possible subject to the terms above.
2. Should any advertised train service be cancelled due to unforeseen circumstances, tickets may be transferred to an alternative train (Subject to availability) or a full ticket refund will be provided (minus the transaction fee made at the time of initial booking and any subsequent administration fees)
3. Should the entire event be cancelled due to circumstances beyond our control (i.e. COVID restrictions), a full ticket refund will be provided (minus the transaction fee made at the time of initial booking and any subsequent administration fees)
4. Lappa Valley are not liable for any consequential loss.
5. **No refunds will be provided should you (or any of your party) miss any train that still operates, including in cases of severe weather, illness or failure of transport bringing you to Lappa Valley.**