

Mainline Steam Conditions of Booking and Travel

Mainline Steam, KiwiRail, Tranz Scenic, Ontrack and any supplier of services or equipment used as part of this excursion, accept no liability for any loss or damage, howsoever caused, to passengers or their belongings travelling on this train.

Mainline Steam reserves the right to substitute motive power and or carriage type in event of the non-availability of the advertised rolling stock or locomotives.

Mainline Steam reserves the right to alter any departure and arrival times as may be required to meet operational requirements, where possible passengers will be kept fully informed.

Please be at the stations 20 minutes prior to departure and check in with Mainline Steam staff.

Please be advised that there is no smoking on board the train at any time.

For your own safety, please follow the directions of the train staff and if you require any assistance please approach one of our staff.

Cancellations.

While Mainline Steam makes every effort to operate trains, as advertised, situations may arise resulting in their cancellation or delay. In the event of Mainline Steam having to cancel a scheduled operation for any reason, Mainline Steam, or its agents, accept no responsibility for disruption to travel plans made by passengers to get to, or from, the originating / destination station and will not refund any losses incurred.

Bookings for **day excursions** cancelled more than 10 days prior to event will be refunded less 10% fee. Refunds up to the day prior will be less 60%. No refunds will be made from the day the train runs.

Bookings for **multi-day tours** cancelled more than 2 months in advance will be refunded less a 5% fee. Bookings cancelled 1 month in advance or less could incur, up to, a 50% fee. Bookings cancelled less than a week in advance will incur an 80% fee and bookings cancelled on the day of departure will not be refunded. No refunds will be given for bookings cancelled after the departure of the train.

Fares from trains cancelled by Mainline Steam, before their scheduled departure, will be refunded in full. No refunds will be given in the event of a breakdown or incident en-route or non-availability of advertised motive power or rolling stock.

Trains generally operate in all weather conditions. In the event of severe weather causing the cancellation of the train prior to departure a full refund will be given. In the event severe weather disrupts the operation of the train after its departure from the originating station no refund will be given.

Child Fares.

To qualify for a child fare the child must be between the ages of 2 years and 14 years inclusive. Children under the age of two may travel free providing they do not occupy a seat. It should be noted that most carriage seating is set up facing a table and can be very uncomfortable with a child sitting on your lap for several hours.

Pushchairs and baby carriers are not permitted to be stored in aisle ways, however, most trains do have room for such items in the luggage van.

Purchase of a ticket implies your acceptance of these terms and conditions.

Mainline Steam New Zealand.