



Terms and Conditions For Online Sales Through Our Web Sites

In these terms and conditions ("Terms") references to "WRR" means The Whitwell & Reepham Railway Preservation Society Limited or WRR Leisure Limited, both of Whitwell & Reepham Station, Whitwell Road, Reepham, Norfolk, NR10 4GA, United Kingdom ("we", "us", "our"). Your use of and access to the WRR Websites ("Site") and any transactions you may make are subject to the terms and conditions which are set out below. By using this Site, you agree to accept these Terms. If you do not, you should not access or view this Site.

- We cannot guarantee that our web sites are error free, uninterrupted, or virus free.
- All items purchased online are subject to credit or debit card verification, other security checks, and receipt of payment by us. We also reserve the right to carry out further checks and/or request further information in order to deter fraud. Your order may be cancelled if it has not passed our verification process or if payment is not received in full.
- In the event of an Event being cancelled or postponed, or if the venue or content is significantly changed, we will do our best to inform all purchasers using the contact details provided when the order was made. However, it is the responsibility of the purchaser to check whether the Event is going ahead at the scheduled date, time and venue. We cannot be held liable for any expenses you may incur in respect of travel, accommodation, or otherwise arising from cancellation or postponement of an Event.
- For certain events there may be a restriction on the maximum number of tickets that may be purchased. We will use our best endeavours to publish this information on the Site and at the point of ticket selection for the event. In such case.
- You must inform WRR of any change of address, contact telephone number or email address both before and after receipt of your purchase. Our preferred means of contact is email, so please ensure that you provide a valid email address and be aware that your email server or settings may treat our emails as spam or direct them to your junk folder. We cannot accept any liability that may arise from a customer failing to adhere to this condition.
- Once you have purchased items or tickets, they can only be returned, exchanged or refunded in the circumstances described below:
- Our Error. If we fail to fulfil an order as a result of any negligence, or similar act or omission of our own or in breach of contract, the customer will be entitled to a full refund of the sale price.
- Cancellation. If the Event is cancelled in full (and not rescheduled), your order will be cancelled and you will be refunded the face value of your tickets.
- Rescheduling. If an Event is rescheduled, your tickets will usually be valid for the new date. If you are unable to attend the rescheduled Event you must notify us ASAP. If your refund request is accepted, you will be refunded the purchase price of your tickets.
- Lost, stolen or damaged tickets, will not be refunded (save that duplicate tickets may be obtained, subject to payment of a duplication and processing fee).
- In order to fulfil any refund requests, we reserve the right to require you to return any physical tickets or, in the case of e-tickets, suitable evidence of payment and/or a covering note containing your order reference number and contact details. Tickets should be returned to the address listed above. It is your responsibility to ensure that returned tickets are safely returned to us. No liability will be accepted in the event of tickets being lost or misdirected in the post.
- No refunds will be offered to customers who fail to comply with these Terms or the terms and conditions applicable to the relevant Event.
- Orders may be despatched to you electronically (for example by email, mobile website or app) or by post or made available for collection at the WRR premises. An order confirmation will be generated by email on completion of a successful transaction.
- There is no standard despatch time for items ordered through our Sites as items have different despatch times. However, all items should be received at least 7 days after purchase. E-tickets are generally issued immediately following confirmation of your payment but in exceptional circumstances may be issued up to 24 hours later.
- Always check your tickets on receipt, as mistakes cannot always be rectified later.
- Should you have any queries or complaints regarding your purchase, please contact us at Customer Services, quoting your order reference number. Your query or complaint will be acknowledged as soon as possible.
- If these Terms are not adhered to, we reserve the right to terminate the user's access and use of the Site.
- These Terms, together with our Privacy Policy, represent the entire understanding and agreement between you and us and shall have priority over any and all prior statements, understandings or agreements whether oral or in writing.
- We may modify these Terms at any time, and such modifications shall be effective immediately upon posting of the modified Terms on this Site. We will notify users of the Site of such changes by displaying a notice on our Site or via email. Your continued access or use of this Site shall be deemed your acceptance of the modified Terms applicable from time to time.

These Terms are governed by English law and any disputes subject to the exclusive jurisdiction of the English Courts and, by using this Site, you hereby submit to the jurisdiction of such courts for such purposes and waive any and all objections to jurisdiction or venue in such courts.

If any court finds any provision of these terms to be void or unenforceable for any reason, then such provision shall be ineffective to the extent of the courts finding without affecting the validity and enforceability of any remaining provisions.