



TERMS & CONDITIONS

- The booking confirmation email is your ticket to travel, so please ensure you present the confirmation letter (electronically or printed) at the site entry ticket booth.
- Please ensure all ticket holders adhere to the following safety instructions:
 - i. Stand at least 1 metre from the edge of the platform at all times
 - ii. Do not hang legs outside of the carriages
 - iii. Do not stand, walk or sit on the railway track
 - iv. Do not touch or climb onto any locomotive
 - v. Do not open carriage doors on the non-platform side of the train
 - vi. Do not open carriage doors whilst the train is moving
- From time to time Puffing Billy Railway or other authorised parties carry out photography and/or video recording on its premises, which may feature visitors. By booking for this event, you agree that Puffing Billy Railway or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with Puffing Billy Railway or such authorised party (as the case may be).
- On days of TOTAL FIRE BAN in the Central Zone, or the whole state of Victoria, Day out with Thomas™ events WILL BE CANCELLED. Should this occur, we will endeavour to contact ticket holders as early as possible.
- Each Day out with Thomas™ event is assessed on a case to case basis. In cases of extreme weather, the event may be cancelled at any time at the discretion of management. In the case of our cancellation, we will endeavour to contact ticket holders as early as possible.
- Day out with Thomas™ tickets are NOT transferable to other events nor refundable for the following circumstances:
 - i. Changes to duration of train ride
 - ii. Changes to motive power i.e. substitution of steam locomotives for diesel locomotives
 - iii. Changes to advertised activities
 - iv. Mechanical failures
 - v. Infrastructure failures
 - vi. Loss of tickets by customer
 - vii. Change of mind by customer
 - viii. Customer failing to attend booked event on time, or at all.
 - ix. Inability to provide a single Day out with Thomas character or event component
- Please note that due to OH&S regulations, some attractions will not operate in wet and/or windy conditions.
- Puffing Billy Railway reserves the right, in its absolute discretion, to refuse admission to its premises and ban from entry to the railway, or remove from the railway, any person who:
 - i. Has been convicted of a criminal offence, which, in the opinion of Puffing Billy Railway, is likely to affect the enjoyment of other visitors;
 - ii. Has behaved on railway premises in a manner, which, in the opinion of Puffing Billy Railway has, or is likely to affect the enjoyment of other visitors
 - iii. Uses threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner, which may provoke a breach of the peace.
 - iv. Does not follow the written or verbal safety instructions or behaves in a manner which may endanger the safety of the individual or other visitors on railway premises.
- Due to the heritage nature of our carriages there is no room on the train ride for prams:
 - i. An enclosed area has been made available on the platform where patrons can park prams when participating in this activity.
 - ii. Puffing Billy Railway will not be held responsible for passenger items or valuables.
- Smoking is not permitted on the train, platforms or under any roofed areas. Please be considerate of fellow passengers, especially children, when smoking and please remove yourself from high density areas.
- No toilets are available aboard Puffing Billy's carriages, however toilets can be found onsite.
- Assistance dogs are the only dogs permitted on the event site and on the train.
- Whilst every attempt is made to honour all bookings, Puffing Billy reserves the right to alter events, activities, timetables or locomotives without prior notice.