



The Mid-Norfolk Railway Operations Department

Terms & Conditions of Driver Experience

Please take a moment to read and acknowledge these T&C's. This will help ensure your safety whilst on the footplate and the safety of our staff and passengers. We hope you enjoy your day with us.

1. General Information

- 1.1 The Mid-Norfolk Railway (MNR) Driver Experience is operated by The Mid-Norfolk Railway Preservation Trust (MNRPT). The Experience provides participants with the opportunity to operate a heritage locomotive under the supervision of a qualified instructor.
- 1.2 By booking a Driver Experience, participants agree to abide by these terms and conditions.
- 1.3 MNR reserves the right to amend these terms and conditions at any time.

2. Eligibility & Health Requirements

- 2.1 Participants must be at least **21 years old** for both diesel & steam experiences.
- 2.2 All participants must be in good health and reasonably fit. The experience involves climbing steps, walking on uneven surfaces, and operating controls.
- 2.3 Participants must declare any medical conditions that could affect their ability to operate the locomotive, including (but not limited to) heart conditions, epilepsy, high blood pressure, or mobility impairments.
- 2.4 MNR reserves the right to refuse participation if there are concerns about a participant's fitness to take part.

3. Locomotive Allocation

- 3.1 Participants cannot request a specific locomotive for their experience.
- 3.2 MNR reserves the right to change the allocated locomotive at any time, including on the day of the experience, due to operational requirements, maintenance issues, or other unforeseen circumstances. No refunds or reschedules will be provided solely due to a locomotive change.

4. Booking & Payment

- 4.1 A non-refundable deposit of 25% is required to secure a booking, with the remaining 75% balance due no later than 2 weeks before the experience date.
- 4.2 Bookings are subject to availability and will be confirmed upon receipt of payment.

- 4.3** MNR reserves the right to cancel or reschedule experiences due to operational reasons, including locomotive availability or staff shortages. In such cases, participants will be offered an alternative date or a full refund.

5. Cancellations & Refunds

- 5.1** Cancellations by the participant must be made in writing and sent to the Driver Experience Manager as soon as possible. The following charges apply:

- More than 4 weeks before the experience: 50% refund
- Less than 4 weeks before the experience: No refund

- 5.2** If a participant is unable to attend, they may transfer their booking to another person, subject to prior approval by MNR.

6. Safety, Conduct & Supervision

- 6.1** Participants must attend a safety briefing before operating the locomotive. Failure to comply with safety instructions may result in immediate removal from the experience without refund.
- 6.2** Participants must listen to and follow all instructions given by the MNR crew throughout the experience. Failure to do so may result in the immediate termination of the experience without refund.
- 6.3** MNR reserves the right to stop the experience and retake control of the locomotive at any time if necessary, including but not limited to the following situations:
- The safety of the locomotive, participants, crew, or members of the public is at risk.
 - The participant is driving in a dangerous, unsafe, or harmful manner.
 - The participant fails to follow instructions that are critical to safe operation.
 - The locomotive is being operated outside of its safe working limits.
 - The participant is engaging in reckless, negligent, or disruptive behaviour.
 - There is an operational or technical issue that requires immediate intervention.
- 6.4** Alcohol and drugs: Participants must not consume alcohol or drugs before or during the experience. MNR reserves the right to refuse participation to anyone suspected of being under the influence.
- 6.5** Clothing & Footwear: Participants must wear suitable clothing (long sleeves and trousers) and sturdy, closed-toe, steel-toe capped footwear (e.g., boots). MNR will not provide protective clothing unless otherwise specified.

7. Experience Modifications & Disruptions

- 7.1** MNR reserves the right to modify the format or content of the experience due to operational requirements.
- 7.2** If an experience is disrupted due to mechanical failure or unforeseen circumstances, MNR will make reasonable efforts to reschedule or provide an alternative experience.

8. Liability & Insurance

- 8.1** MNR takes all reasonable precautions to ensure safety but accepts no liability for personal injury, loss, or damage to personal belongings unless caused by negligence.
- 8.2** Participants may be required to sign a waiver before taking part.

9. Photography & Media

- 9.1** Participants may take photographs for personal use but must not obstruct operations.
- 9.2** MNR reserves the right to use photographs or videos taken during the experience for promotional purposes unless a participant requests otherwise.

10. Complaints & Disputes

- 10.1** Any complaints should be directed to MNR staff on the day of the experience or submitted in writing to the Driver Experience Manager within 14 days from the experience.
- 10.2** These terms and conditions are governed by UK law, and any disputes will be subject to the jurisdiction of UK courts.

By booking a Mid-Norfolk Railway Driver Experience, participants confirm they have read, understood, and agreed to these terms and conditions.