



## Group Travel Terms and Conditions

01/03/22

Group bookings are classed as 10 passengers or more and are available on Northern services only. Groups Discount may only be applied on Northern advance tickets, subject to availability.

Available for travel on Northern services only.

Children are classed as (Under 16)

Northern trains are non-reservable and as such cannot guarantee that the group will be sat together.

Travel can be provisionally booked 52 weeks prior to departure for groups of 10 or more passengers travelling together on the same service

Train times are correct at time of booking and are subject to change. Northern takes no responsibility for scheduling changes and refund rules will apply.

Quotes given are an indication of the current fares available and are subject to availability and cannot be guaranteed until a booking is confirmed.

Group numbers should be confirmed 28 days before departure and tickets will be despatched 21 days before departure, any additions inside of this will be on a request basis. Where possible agents must keep Northern updated on forward sales fortnightly.

If you have a credit agreement with Northern payment will be required 14 days from date of invoice. If you require more information on this, please contact [groups@northernrailway.co.uk](mailto:groups@northernrailway.co.uk) to discuss further.

Bookings made within 7 days of Travel require immediate payment by Debit/Credit Card to confirm the reservation. Group discount tickets are sold in limited numbers, are subject to availability at the time of booking and should be booked a minimum of 7 days prior to travel. Whilst Northern will endeavour to accommodate all requests within 7 days of travel, Northern shall not be responsible for the delivery of tickets within this time.

Once a reservation has been confirmed & payment applied to the invoice, any changes or amendments to time or date of travel and/or group size will be subject to admin fees, see Refunds/Cancellations/Amendments section for details.

Group bookings cannot be used in conjunction with any special offers and/or Railcards.

Tickets are valid ONLY on the date and train service(s) shown on the ticket(s)/travel document(s).

Relevant postage fee of £2.25 will apply to all bookings. A £6.00 charge will be applied for all special delivery requests.

Groups should arrive at the departure station shown on your ticket in good time to catch the



train. Groups of 25 or more passengers please make themselves known to a member of station staff on arrival at the station.

Changes to tickets cannot be made on-board the train. If you board a train without a ticket and reservation for that service, you will be required to purchase a new ticket for the journey.

### **Refunds/cancellations/amendments**

We appreciate travel plans might need to be cancelled from time to time.

Once a reservation has been confirmed & payment applied to the invoice, any changes or amendments to time or date of travel and/or group size will be subject to a £10 fee per booking, plus any difference between the fares (i.e., if a smaller level of discount applies to the new services required) and is subject to availability on the alternative departures. A minimum of 14 days' notice is required to make amendments to confirmed bookings.

If a refund is required, please contact us as soon as possible a £10.00 admin fee will also be applied to all refunds.

If the number in the group moves below 10 passengers because of cancellations, then the group booking must be cancelled due to it no longer qualifying as a group booking.

### **Force majeure and frustration**

Whilst the Company will use all reasonable endeavours to fulfil its contractual obligations here under, it shall not be liable for any delay brought by events which are beyond the control (for any reason) of the company.

Northern reserves the right to withdraw its group travel offering at any time without notice.