



Crofton Beam Engines
Crofton, Marlborough, Wilts SN8 3DW
Tel: 01672 870300
A branch of The Kennet and Avon Canal Trust
Registered Charity No. CC209206
VAT No. 357 4551 36



Terms and Conditions for Steam Experience Days, Private Steam Days and Group Visit bookings

1. General

- 1.1. Crofton Beam Engines reserves the right to refuse bookings without giving any reason.
- 1.2. Crofton Beam Engines shall not be liable for any personal injury suffered by any person, caused by the person's negligence, whilst on the Crofton Beam Engines site.
- 1.3. Crofton Beam Engines shall not be responsible for loss of, or damage to, any personal effects while on site.
- 1.4. A no smoking policy operates within the all Crofton buildings. This includes E Cigarettes.
- 1.5. Areas licensed for the consumption of alcohol are the Engineman's Rest Cafe, the Old Smithy and the grounds only.

2. Steam Experience Days

- 2.1. Enquiries and provisional bookings can be made via the Website contact page. The booking is not confirmed until accepted in writing or by email by the Crofton Beam Engines booking agent, and a non-refundable deposit of £25 paid. The balance is payable on the day of the Experience. Full payment is required for Gift Vouchers.
- 2.2. Steam Experiences purchased as a Gift Voucher are valid for one year from date of purchase.
- 2.3. Steam Experience is offered only to persons aged 18 or over.
- 2.4. Steam Experience participants are required to wear stout shoes or safety shoes, overalls and all other PPE equipment will be supplied.
- 2.5. Crofton Beam Engines reserves the right to cancel or change a Steam Experience date. In these circumstances, Crofton would generally offer an alternative date. If an alternative cannot be agreed, then a full refund will be offered.
- 2.6. Please note that travel or accommodation expenses will not be compensated for should an Experience be cancelled or re-arranged for an alternative date, either by Crofton or yourself.
- 2.7. Crofton Beam Engines shall endeavour to operate the Steam Experience Day as booked, but shall not accept liability for cancellations, breakdowns or delays. If Crofton Beam Engines cancels, all monies paid to Crofton Beam Engines shall be returned.
- 2.8. The day will start strictly on time. We cannot wait for late arrival of any of your party.
- 2.9. The Steam Experience Supervisor may due to operational or other conditions vary or terminate the Steam Experience Day.

3. Private Steam Days

- 3.1. Enquiries and provisional bookings can be made via the Website contact page. Bookings shall be made in writing or email and sent to the Booking Manager with a deposit of 50%. Payment shall be made in full if less than 28 days before the date booked. The booking is not confirmed until accepted in writing or email by Crofton Beam Engines.
- 3.2. The person making the booking form shall be deemed to be the hirer.
- 3.3. Upon acceptance of a booking, the hirer shall be liable for the hire charge. The balance is due not less than 28 days before the Steam Day.
- 3.4. Cancellations of bookings by the hirer shall be in writing. The following charges shall apply.
 - Less than 14 days before Steam Day - the whole cost.
 - Less than 28 days before Steam Day – 50% of the cost.
 - More than 28 days before - 90% of the cost.
- 3.5. Crofton Beam Engines shall endeavour to operate the day as booked, but shall not accept liability for cancellations, breakdowns or delays. If Crofton Beam Engines cancels, all monies paid by the hirer to Crofton Beam Engines shall be returned.
- 3.6. The hirer shall be responsible for the behaviour of their group and liable for any damage caused by the group during the day. The day will start once the boiler has reached steam up. We cannot wait for late arrival of any of your party.
- 3.7. During the hire, the Steaming shall be under the Duty Station Manager's control. The hirer and all members of the party shall accept the Duty Station Manager's instructions at all times.
- 3.8. The Duty Station Manager may due to operational conditions or other vary or terminate the Steam Day at his/her discretion.
- 3.9. The Duty Station Manager may stop the sale or consumption of alcohol at any time. Licensing regulations shall apply to the sale and consumption of alcohol to persons under 18.
- 3.10. Should any of these conditions not be observed the Duty Station Manager may terminate the steam day after due warning and no refund will be made.