

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>		Risk Rating	Low – No restrictions	
Reference:	COC-BV-010	Issue Number:	5	Owner:	Head of Operations	Department:	Operations
Issue Date:	01/03/2022		Compliance Date:	01/03/2022		Planned Review Date:	01/03/2023

Isle of Man Railways

STANDARD CONDITIONS OF CARRIAGE AND PASSENGER REGULATIONS

(Includes extracts from the Isle of Man Passenger Transport Act 1982 concerning the conduct of passengers travelling, or intending to travel, by rail).

1. Introduction

The Department of Infrastructure's Public Transport Division – 'the division' – is the operator of Isle of Man Railways. The division is based at Transport Headquarters, Banks Circus, Douglas IM1 5PT.

These Conditions of Carriage set out your rights and duties as a passenger of IoM Railways. By travelling on our services you, as a passenger, agree to these Conditions of Carriage. For purposes of clarity, the term "train" includes trams and the term "guard" includes conductors and brakemen on the IoM Steam Railway, Manx Electric Railway and Snaefell Mountain Railway.

Passengers should be aware that Isle of Man (IoM) Railways wishes to maintain the highest standards in visitor comfort and safety. Our historic railway carriages and stations are maintained and restored to reflect their original construction. Therefore access, seating and infrastructure may not meet modern specifications and passengers should take extra care when travelling with us.

2. Provision of scheduled services

IoM Railways will use all reasonable endeavours to maintain the services as per the published timetables but we reserve the right to alter, withdraw or suspend services without notice. It should be appreciated that the railways are generally operated with the original Victorian equipment which at times is quite challenging. Accordingly, the division will not be liable for any loss or inconvenience arising from the cancellation or change of any service. Unfortunately, we cannot guarantee passengers a seat on a train or that you will be able to get on a train that is full to its capacity.

Force Majeure: the division will be relieved of any liability to you for any loss or damage if such loss or damage is due to: (a) you doing something or not doing something you should have done when on our train, (b) a strike, lock-out, stoppage or industrial dispute, the consequence of which meant we were not able to provide the services expected; or (c) any other event which we were unable to avoid or prevent by the exercise of reasonable diligence.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
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3. Conduct of passengers

We are here to provide the best service possible but in doing so we will not tolerate abusive or aggressive behaviour from our customers. We reserve the right to refuse travel for reasons of improper conduct or breaches of health and safety. Should an event occur that is not covered by the conditions of carriage and relevant legislation then the company official (guard, stationmaster, ticket inspector, booking clerk or manager) will decide on an appropriate course of action.

IoM Railways reserves the right not to carry any passengers who are in breach of these conditions, cause discomfort or otherwise be a nuisance to other rail users.

Passengers code of conduct:

- Passengers should show full consideration for the safety, comfort of others and follow any reasonable instructions given to you by our staff.
- The railway is a working environment so please ensure children are supervised at all times during your travels. On open trams children should sit on inside seats.
- Passengers should not stand up on open electric tram when it is in motion.
- Passengers should advise the guard of their exact disembarking stop.
- Passengers should not leave rubbish or discarded items on the train.
- Passengers should produce a valid ticket, Go card, and permit or pass when required by a company official. Any person who fails to give his or her name and address following a ticket discrepancy, may be arrested by any officer of the Department and, if so arrested, he shall be taken forthwith to the nearest police station.
- A passenger must have a valid pass, card or ticket to travel. No ticket, card or pass must be used that has expired, been defaced, copied, stolen, illegally used or altered. No passenger shall leave the train without having paid their fare. Any person found guilty of this offence shall be liable on summary conviction to a fine not exceeding £2,500.
- Passengers shall not board or leave any train except when it is stationary at a station (having checked first that the carriage door being used is adjacent to the platform).
- Passengers should advise a company official immediately if they sustain an injury travelling on one of our trains.

Passengers shall not:

- Without reasonable cause, activate any emergency brake on the train.
- Use obscene or offensive language or conduct themselves in a disorderly or threatening manner.
- Be intoxicated with alcohol, drugs or solvents and behave inappropriately towards customers and/or staff.
- Wilfully damage, defile or soil any part of the train.

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- Throw or dangle anything out of any train window.
- Passengers shall not open a door or lean out of a window when the train is in motion.
- No person shall allow their arms; legs or feet to protrude from the carriages.
- Use or operate any noisy instrument or musical device to make excessive noise which may cause annoyance to other passengers.
- Carry combustible items, corrosive substances, hazardous and flammable materials, including petrol containers.
- Hand out any printed material on the train unless prior permission has been granted from the Director of Public Transport.
- Shall not smoke either conventional or electronic cigarettes.
- Take part in any activity that is unlawful and/ or carry illegal items on the train.
- Carry any type of firearm.
- Ride a bicycle or scooter on any train platform.
- Drink alcohol, unless in a dining carriage or on an organised special event.
- Consume food and drink which could make other passengers' journeys unpleasant or otherwise cause offence.
- Wear unsuitable footwear such as rollerblades, skates or excessively high heels.
- Place any footwear on the seats.

Any person contravening these regulations and any other statutory regulations may be removed from the train by a company official. We may cancel a ticket, card or pass without refund and involve other agencies to improve the comfort, safety and well-being of our staff and customers.

3. General fares and ticketing.

- A passenger must have a valid pass, card or ticket to travel. No ticket or pass must be used that has expired, been defaced, copied, stolen, illegally used or altered.
- Fares are charged in accordance with our current fare tables.
- If a passenger is unable to pay for their intended journey, the guard will at his/her discretion allow the passenger to travel and obtain details such as a name and address (some supporting personal identification may be required). The division will send a demand for the fare and an administration cost, to be paid within 21 days.
- Passengers paying cash must ensure that they obtain a ticket for their journey from the company official.
- Passengers must retain their ticket throughout the journey for possible inspection by a division official. Kindly refer to our fare conditions as some of our tickets are not transferable.
- Passengers over-riding beyond the stop to which they have bought a ticket will be charged an excess fare which will be the equivalent of a new ticket from their original destination to their final destination.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
Reference:	COC-BV-010	Issue Number:	5	Owner:	Head of Operations	Department:	Operations
Issue Date:		01/03/2022	Compliance Date:		01/03/2022	Planned Review Date:	01/03/2023

- Up to two children under five years of age accompanied by an adult passenger will be carried free of charge, providing they do not occupy a seat at busy times. Adult passenger includes Go College cardholders.
- Large school and nursery parties should check with the division (01624 **697400**) before travelling as there may be limited space on some of our services at busy times.
- It is the responsibility of the passenger claiming a child fare to produce evidence of age.

3a. Concessions for Go Silver cards):

- Half fare after 9am on scheduled services of the IoM Steam Railway. Full fare before 9am.
- Half fare after 9am on scheduled services of the Manx Electric Railway. Full fare before 9am.
- Half fare after 9am on scheduled services on the Snaefell Mountain Railway. Full fare before 9am.

3b. Concessions for Go Gold cards):

- Free travel after 9am on scheduled services of the IoM Steam Railway. Full fare before 9am.
- Free travel after 9am on scheduled services of the Manx Electric Railway. Full fare before 9am.
- Free travel after 9am on scheduled services on the Snaefell Mountain Railway. Full fare before 9am.
- Free travel for carer if travel card is endorsed (+1 carer). Full fare before 9am.

3c. Concessions for Manx Blind Welfare Society pass holders:

- Free travel on all scheduled Rail service after 9am.

4. Ticket purchase policy – Dining Car and special excursions

- Full payment is required in advance of travel to confirm a booking.
- Please check your tickets as mistakes cannot always be rectified later.
- As a standard policy we regret that tickets cannot be exchanged or refunded after purchase except in the event of a cancellation. However, in exceptional circumstances and at the absolute discretion of the manager refunds may be considered.
- We do not guarantee that the trains will arrive or depart at the times stated and we reserve the right to cancel, alter or suspend any train without notice, or to substitute a different engine should this be necessary for whatever reason.
- Excursions may be cancelled or rescheduled for a variety of reasons. If the excursion is cancelled, please contact us for information on receiving a refund.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>		Risk Rating	Low – No restrictions	
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- If an excursion is rescheduled, ticket holders will be offered tickets to the rescheduled excursion, equivalent to the face value of the ticket. If a service is cancelled, ticket holders will be offered travel on an alternative excursion (subject to availability) up to the value on the ticket.
- Food allergies should be notified on booking and again on boarding.
- No alcohol to be brought by passengers on to services.
- We are unable to accept payment by cheques less than 14 days prior to departure. This is to allow for time to process the payment.
- Seating arrangements for parties of four or more. Seating is limited on many of our special events due to their popularity. We will always do our best to make sure you and your party sit together; unfortunately that can't be guaranteed.

GO Card Conditions (embedded microchip card)

- These terms and conditions apply to the issue and use of Go cards. Please read these terms and conditions to ensure you understand them fully. Isle of Man Transport reserves the right to amend these terms and conditions periodically and to post any amendments in our Conditions of Carriage and also on our website: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/>
- **What is a Go card?** A Go card is a travel smartcard introduced by IoM Transport in 2015. It enables the loading of electronic travel products on to it. Full information on all products can be found on our website. Current cards are:
 - Go Explore for unlimited travel on scheduled bus and rail services for 1, 3, 5 or 7 days.
 - Go Explore Heritage for unlimited travel on scheduled bus and rail services and admission to Manx National Heritage sites for 5 days.
 - Go Platinum Rail cards for unlimited travel for one year on our three heritage railways.
 - Go Platinum Steam for unlimited travel on the IoM Steam Railway for one year.
 - Go Platinum Electric for unlimited travel on the Manx Electric Railway and the Snaefell Mountain Railway for one year.
 - Go Platinum Reserve provides unlimited bus and rail travel plus admission to all Manx National Heritage sites for one year.
- A standard Go card costs £2 to purchase to cover its production and activation fee. A photograph-bearing Go card costs up to £10 to cover its administration and activation fee.
- Credit or products must be added to your Go card in advance of using it to travel.
- Go cards bearing a photograph can be used only by the card holder and they are not transferable.
- Customers using Go cards should take their card out of any wallet or purse to use it and the card must connect with the electronic ticket machine to be scanned.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
Reference:	COC-BV-010	Issue Number:	5	Owner:	Head of Operations	Department:	Operations
Issue Date:	01/03/2022	Compliance Date:	01/03/2022	Planned Review Date:	01/03/2023		

- Improper use of a Go card will result in its withdrawal.
- Defective cards that no longer function properly due to normal wear and tear will be replaced free of charge.
- No refunds will be issued for lost or part expired products.
- Annual cards can be replaced for the period remaining on the card. Replacement cards cost £10 and must be applied for at the Welcome Centre.
- The card activation charge is not refundable.
- **Faulty cards.** A small percentage of Go cards may be faulty and not recognised by the electronic ticket readers on IoM Transport services. Standard fares will have to be paid while the card is replaced. Full details on our website: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/go-cards-faqs/#accordion>
- When a Go card is faulty and the fault is not because of an action or failure by the holder, IoM Transport will replace it free of charge and will endeavour to replace any unused products. If you have to pay cash for a non-discounted fare due to a faulty card, you will need to retain your tickets to be considered for a refund up to a maximum of three days' travel. Faulty cards and tickets for any full fare journeys made need to be returned to the Welcome Centre before a replacement card can be issued free of charge.
- As a security measure we will ask you to complete a 4R form before we cancel your card. Any refunds will be calculated from the time/day the form is submitted.
- All applications for refunds and/or replacements should be made in person to the Welcome Centre in the Sea Terminal, Douglas. We may ask for personal identification.
- Where a Go card malfunctions, is physically damaged or defaced and IoM Transport believes it has been misused or the registered holder has failed to take care of it, we reserve the right to charge for its replacement. We will transfer any outstanding credit to your replacement card if we are able to establish the amount remaining on the damaged or malfunctioning card.
- Stolen cards should be reported to the police; you may be asked to provide a police incident number when reporting them stolen. We 'hotlist' or deactivate cards reported lost or stolen. No refunds will be made on hotlisted cards but any credit remaining on a hotlisted card can be transferred to a replacement card that is purchased.
- If a Go card is inactive for 12-15 months the card will automatically be cancelled. Once cancelled, a card cannot be re-activated. Time limit varies according to card type. Standard Go cards – 12 months; Go Explore/Go Explore Heritage cards – 15 months. Annual Go cards 372 days to include production and posting.
- By applying for a Go card you agree to be bound by these terms and conditions and agree to be bound by and adhere to our Conditions of Carriage.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
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Issue Date:	01/03/2022	Compliance Date:	01/03/2022	Planned Review Date:	01/03/2023		

- **Who can apply** For details of eligibility to obtain Go School cards please see our website: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/go-school/>
- **How to apply** Details on how to apply for a Go card can be found on our website. Full information about the full range of Go cards will be listed when they are available. IoM Transport reserves the right to alter the application process without notice.
 - By completing the online application request you request IoM Transport or its agents to process your application and we agree to forward your Go Card to you within 10 working days; within 7 working days for annual cards.
 - IoM Transport will post your Go card to your home address and it will be valid for use from the start date of the bus or rail services to which it applies.
- **Annual and Go Silver /Go Gold cards:** IoM Transport reserves the right to charge an administration fee of £10 for the reissue of a photograph-bearing Go card, if your card is lost or stolen. That fee may be waived, at the discretion of IoM Transport, if the card is stolen and a crime reference number is provided.
 - IoM Transport will not charge an administration fee if your Go card is faulty unless, as a result of misuse, the card appears to have been tampered with so as to make it electronically or visually unreadable.
 - Any remaining balance or time on an annual Go card may be transferred to a replacement card. No cash refunds will be made.
 - You must notify IoM Transport of any change of name or address or other contact details provided on the application form by either updating the details using your online customer account or by writing to IoM Transport at the address set out in clause 1 above. Failure to notify IoM Transport could result in us being unable to replace or to return your card if it is lost or stolen, or to refund any outstanding credit owed to you under these terms and conditions.
- The Go card scheme may be withdrawn at any time at IoM Transport's sole discretion. The customer will be entitled to a full refund of the remaining value on the Go card and no administration fee will apply where the scheme is withdrawn by IoM Transport.
- **Using your Go card:** You may only travel with your Go card if you present your card at time of travel. **You must ensure you are eligible to use the Go card you present.**
 - You must have your Go card available for inspection when travelling at any time. If you are not able to present your card at the time of travel you will be required to pay the standard fare for your journey even if you have credit available on your card. No reimbursements will be made for fares paid when the Go card was not presented.
 - Touch in with a Go card on the electronic card reader when you start your journey.

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Issue Date:		01/03/2022	Compliance Date:		01/03/2022	Planned Review Date:	01/03/2023

- You must ensure there is sufficient payment on your card before you travel.
- Top-ups can be made online or in person at main card issuing stations. Further details including opening times can be found on our website.
- IoM Transport reserves the right to refuse to issue a refund for top-up transactions made in error. To request a refund a 4R form must be submitted with the card to the Welcome Centre or by post to IoM Transport at the address in clause 2 above. Please allow up to 14 days for a refund to be received. Your Go card will be retained by IoM Transport once the refund has been made. If you do not wish to be without a Go card during this time, a replacement should be ordered, for which the appropriate admin/activation fee will need to be paid.
- **General: Go cards remain the property of IoM Transport at all times and may be withdrawn or cancelled (hotlisted) if the holder fails to comply with these terms and conditions or if IoM Transport believes the Go card has been altered, tampered with or misused. No refunds will be payable in the event of fraudulent or other misuse.**
- For more information on Go Cards please visit <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/>

5. Carriage of folding pushchairs.

We welcome passengers with pushchairs on our trains, however, they must be folded and carried in a storage area as the safety of our passengers is a priority and the guard will always make sure that doorways and vestibules are kept clear so as not to obstruct the entry and exit. On Snaefell services space is very limited and whilst folded strollers can be carried other pushchairs will be required to be left with the Station Masters at Laxey or the Bungalow (when open).

All folded pushchairs must be securely positioned so that they are stable and do not cause an obstruction or hazard to other customers. It is the guard's judgment to decide if there is sufficient space available on the train and his/her decision is final.

6. Disabled access.

Heritage railway stations and train carriages were built in less inclusive times and they were not designed for less able people. We are sorry that it may not be possible for some people with some mobility issues to use our services. However, we will assist in every way possible to accommodate everyone. It is helpful if you plan your visit in advance. If you let us know what day you will be travelling we can arrange that our staff are there to assist you if possible.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
Reference:	COC-BV-010	Issue Number:	5	Owner:	Head of Operations	Department:	Operations
Issue Date:		01/03/2022	Compliance Date:		01/03/2022	Planned Review Date:	01/03/2023

- **Manx Electric Railway:** Wheelchair access is available on our specially modified carriage. It is always advisable to book the dedicated trailer with at least 48 hours advance notice to ensure availability by calling 01624 697473. (Wheelchair reservations are compulsory).
- **Snaefell Mountain Railway:** No wheelchair access is available on our mountain trams; additionally the Summit facilities do not provide full access for people with a disability. The steps on the carriages are quite steep and some abled bodied people will also have difficulty boarding these trams.
- **Steam Railway:** Most of our carriages can accommodate people with disabilities but our heritage carriages have narrow aisles so wheelchair access is not possible with a conventional wheelchair. However, conventional wheelchairs can be stored in the rear guard's compartment or alternatively we are happy to accommodate conventional wheelchair users and carers in the guards van although we acknowledge that this is far from ideal in terms of comfort and viewing. Please note, disabled access is not available for passengers wishing to board or alight at Ronaldsway Halt or Ballabeg and Colby Level stops.

7. Travelling with luggage.

- All items of luggage will be carried free of charge if it does not occupy a seat for an intending passenger. We will only permit customers to carry luggage (20kg maximum per passenger) on our train where it is safe to do so and at the guard's discretion. On Snaefell there is no specific luggage space and only small hand baggage can be carried.
- We do not carry unaccompanied luggage or parcels.
- There may be occasions where items of luggage are refused carriage on our services. If the luggage is excessive, large or of an awkward size and it means it cannot be carried on our train in a safe manner, the guard has the right to refuse such luggage.
- Luggage is carried at the owner's risk. We cannot be held liable for any loss, damage or inconvenience if you are unable to travel with us because of any restriction.

8. Travelling with standard bicycles.

- **Snaefell Railway:** Bicycles cannot be carried on the scheduled Snaefell trams.
- **Steam Railway:** Individual bikes are generally welcomed on the Steam Railway, space permitting, but restrictions apply. Large cycling groups must contact us before travelling. Bicycles can be transported in the guards van at a flat rate fare.
- **Manx Electric Railway:** Bicycles can be carried at a flat rate fare if there is space at the rear of the open trailer, it is advisable to secure the bike. On occasions we operate

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
Reference:	COC-BV-010	Issue Number:	5	Owner:	Head of Operations	Department:	Operations
Issue Date:		01/03/2022	Compliance Date:		01/03/2022	Planned Review Date:	01/03/2023

a single motor tram, which means we cannot carry bikes on that unit. The trams have narrow spaces and a substantial step up, making loading of a bike a difficult process.

- Because of limited space we do not carry oversized tandems, bikes with trailers or tricycles.
- Our trains do not have dedicated storage racks and the loading and unloading of any bicycle is the responsibility of the passenger.
- We make no assurances that space will be available for bicycles. At busy times priority will be given to foot passengers over cyclists. We reserve the right to prohibit bicycles if a train is crowded or access is impeded.
- Folding bicycles will be carried, providing they are safely and securely stowed in the designated luggage area in a suitable carrier and there is sufficient space available.
- We do not carry motorcycles, mopeds, motor scooters and mobility scooters.

9. Travelling dogs and other pets.

- We welcome guide and assistance dogs on our trains free of charge. Dog fares for non-assistance dogs will be as per the fare table, currently 30p per journey or £5.00 per dog for a full season ticket
- We do not allow non-assistance dogs or other pets on our dining car carriages.
- A maximum of two leashed dogs are normally allowed in a carriage at any time.
- Other small animals are welcome at the discretion of our staff and, if they are permitted on board, they must be in a basket or pet carrier, well behaved and present no danger or nuisance to other passengers. Animals are not permitted to travel on seats although they can sit on a passenger's lap.
- We reserve the right to ask you to leave the train with your animal at any time if the guard feels that the animal in question is a danger or nuisance to the passengers.
- In no case will livestock or non-domestic animals be conveyed.

10. Lost property

- Any property found on a train must be handed to a company official. To reclaim lost property; telephone +44 1624 662525 to state which service the item was left on and provide a full description of the lost property. Alternatively you can email the details to publictransport@gov.im. Further information can be found in the relevant information section on our website.

11. Miscellaneous

- To avoid any unnecessary distress, we support the need for mothers to breast feed on our trains.

			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways</i>			Risk Rating	Low – No restrictions
Reference:	COC-BV-010	Issue Number:	5	Owner:	Head of Operations	Department:	Operations
Issue Date:	01/03/2022	Compliance Date:	01/03/2022	Planned Review Date:	01/03/2023		

- Personal portable oxygen units can be carried on board our trains. All manufacturers' instructions must be followed, the unit must be carried in an approved case or backpack. The unit must be inspected for any leaks before you travel.
- The division reserves the right to refuse admission to station platforms to any person not intending to travel by train.
- On occasions, operational reasons may require that a diesel locomotive is used to replace a steam locomotive.
- All commendations, enquiries, suggestions or complaints should be addressed to: Customer Services, Public Transport, Transport Headquarters, Banks Circus Douglas IM1 5PT or emailed to publictransport@gov.im.