

Terms & Conditions Of Travel

This document has been issued for passenger safety.

Woodhorn Narrow Gauge Railway
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Ticket Sales & VIP Tickets:

Woodhorn Narrow Gauge Railway reserves the right to not issue a ticket to any person without reason. Anyone found under the influence of alcohol shall be refused entry to the railway. Smoking is strictly forbidden all times.

Tickets are only valid on the date of sale, unless said otherwise by the on duty station master – anyone found using an outdated ticket will not be allowed to board the train.

Ticket sale prices are available on the website, which is updated regularly. WNGR runs an 'on-demand' service; however reserve the right to run to timetable if necessary.

WNGR reserves the right to refuse admission to VIP ticket holders without reason. VIP tickets are to be handed immediately to the on-duty station master, where it will be then signed making the ticket VOID for future use. VIP tickets admit up to a maximum of five persons onto the train.

Ticket prices remain the same for both standard man riding and accessible carriage services. Accessible carriage services are subject to staff numbers and weather conditions. This service is available by contacting the station master.

Please note that WNGR reserves the right to withdraw any train from service in the interest of public safety. With regret, there are no re-funds given to passengers.

Rules Of Carriage:

1. Staff reserves the right to refuse admission, without reason.
2. All passengers must wait at the back of the platform, well away from the edge marked with a white line, until instructed to board the train by the on-duty station master.
3. All passengers must only get on and off once the train has come to a complete stop.
4. All passengers must remain seated at all times while the train is in motion.
5. All carriage safety chains must not be removed while the train is in motion.
6. All passengers must not lean out of, or throw objects from the carriages
7. The GUARD is in charge at ALL times. Please follow ALL instructions they may give.
8. WNGR reserves the right to remove any person from the train where they see fit. The guard is in communication with the driver, and the on-duty station master at all times.
9. Smoking is not permitted on site. Anyone found smoking on the train/on the grounds of the railway shall be asked to distinguish the cigarette immediately. It is against the law to smoke on any service.