			Department of Infrastructure Conditions of Carriage ISLE OF MAN RAILWAYS			Risk Rating	High – Reviewed Annually
Reference:	COC-IMR-001	Issue Number:	1	Owner:	Head of Operations	Department:	Operations
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Isle of Man Railways
STANDARD CONDITIONS OF CARRIAGE AND PASSENGER REGULATIONS

1. Introduction

The Department of Infrastructure's Isle of Man Transport Division – 'the division' –operates Railways services under the brand name *Isle of Man Railways* (IoM Railways). The division is based at Transport Headquarters, Banks Circus, Douglas IM1 5PT.

These Conditions of Carriage set out your rights and obligations 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.


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.

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 (driver, guard, stationmaster, ticket inspector, booking clerk or manager) will decide on an appropriate course of action.

A passenger must have a valid pass, Go card or ticket to travel. No ticket or pass must be used that has expired, been defaced, copied, stolen, illegally used or altered. The current penalty upon conviction for an offence made under these conditions is a fine not exceeding £2,500.


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Passenger's code of conduct:

- Passengers should show full consideration for the safety and comfort of others. Follow any instructions given to you by our staff, and observe all relevant notices in stations and trains
- 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 trains.
- Passengers should produce a valid ticket, card, permit or pass when required by a division official.
- Passengers should pay the fare for the journey undertaken. No passenger shall leave the train without having paid their fare.
- Passengers should have due regard at all times for the needs of our elderly, pregnant, young and disabled customers and, in particular, vacate seats and spaces designed for the elderly and disabled when requested.
- 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 the driver 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.
- Block any emergency exit or obstruct aisles or stairways.
- Distract the driver when the trains are in motion, except in an emergency or for another good reason.
- Wilfully damage, defile or soil any part of the train.
- Throw or dangle anything out of any train window.
- Use or operate any noisy instrument or musical device to make excessive noise which may cause annoyance to other passengers.
- 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.
- 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 Isle of Man Transport.
- Smoke either conventional or electronic cigarettes. A maximum fine of £5,000 for smoking on public Transport can be applied under relevant regulations.
- 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.

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- 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 division 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.

4. General Fares and Ticketing

- IoM Railway's cash fares, concessionary fares, season tickets, Go cards and special discounts are approved by the Isle of Man Government.
- Fares are charged in accordance with our fare tables.
- We do not accept payment by cheque.
- Passenger change / redemption voucher: whilst we will aim always to have sufficient change available we may not be able to change high value bank notes. A credit voucher will be issued by the driver for the change. The balance value of the voucher can be reclaimed from the Welcome Centre, Sea Terminal, Douglas (Banks Circus), Ramsey Bus Station or Port Erin Bus Station. The voucher should be exchanged within one week of issue.
- If a passenger is unable to pay for their intended journey, the driver 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 guard or division official.
- Passengers must retain their ticket throughout the journey for possible inspection by a division official. Cash tickets are not transferable.
- Passengers boarding between fare/zone stages will be charged from the previous stage point and alighting passengers will be charged to the next succeeding stage point.
- Passengers over-riding beyond the station 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.
- 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.
- School parties. We have no obligation to accommodate large school or nursery groups. Organisers of pre-planned trips (maximum 30 on scheduled service, including leaders) should check with the Division (01624 **697400**) before travelling.
- It is the responsibility of the passenger claiming the child fare to produce evidence of age.

4.1 Concessions for Go Silver Cards:

- Half Fare on Manx Electric Railway, Snaefell Mountain Railway and Isle of Man Steam Railway after 9am.

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4.2 Concessions for Go Gold Cards:

- Free travel on all on Isle of Man Transport Services* on public holidays, bank holidays and weekends.
- Free travel on Isle of Man Transport Services after 9am on weekdays.
- Half fare travel on Isle of Man Transport Services bus services before 9am Mondays to Fridays.


*Isle of Man Transport Services include Bus Vannin, Steam Railway, Electric Railway and Snaefell Mountain Railway. Please note that this card does not entitle you to discounts or free travel on the Douglas Bay Horse Tramway.

4.3 Concessions for Manx Blind Welfare Society pass holders Gold Plus:

- Free travel on all Isle of Man Transport Services after 9am, excluding Horse Trams.

4.4 Travelling with a Smart Card: Go Card (embedded microchip card)


- These terms and conditions apply to the issue and use of Go cards. Go cards can be issued from any Isle of Man Transport outlet and well as the Welcome Centre. All details can be found on: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/>
- 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/>
- Isle of Man Transport is the trading name for the Public Transport Division of the Department of Infrastructure of the Isle of Man Government. IoM Transport is the supplier of Go cards and the operator of *bus vannin* and Isle of Man Railways services. Its registered office is Banks Circus, Douglas, Isle of Man, IM1 5PT.
- 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:
 - a. Go School for obtaining the concessionary 30p school bus fares.
 - b. Go College for obtaining the concessionary 30p bus fares.
 - c. Go Explore for unlimited travel on scheduled bus and rail services for 1, 3, 5 or 7 days.
 - d. Go Explore Heritage for unlimited travel on scheduled bus and rail services and admission to Manx National Heritage sites for 5 days.
 - e. Go cards for unlimited bus travel for 1, 3, 5 or 7 days depending on the period saver purchased.
 - f. Go Places cards for multiples of 6 journeys, purchased in advance, on any fare band, providing discounts of 18-22% on full fares.

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g. Go Platinum Bus provides unlimited bus travel on all Bus Vannin services for one year.

h. 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.
- 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 except in respect of Go School cards. Unwanted credit remaining on Go School cards at the end of the school year can be refunded at our card issuing stations in Douglas, Ramsey and Port Erin. The 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, except for Go School cards where replacements will be issued – full details on our website: <https://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/>
- 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.
- 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.

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- 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.
- 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.
- 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.
 - a. 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.
 - b. Any remaining balance or time on an annual Go card may be transferred to a replacement card. No cash refunds will be made.
 - c. 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.
- 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.
 - a. 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.
 - b. Touch in with a Go card on the electronic card reader when you start your journey.
 - c. You must ensure there is sufficient payment on your card before you travel.
 - d. Other 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.
 - e. IoM Transport reserves the right to refuse to issue a refund for top-up transactions made in error. To request a refund please attend the Welcome Centre. Please allow up to 14 days for a refund to be received. Your Go card will be returned once the refund has been made. If you cannot 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.
- The Go card remains 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

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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/>

4.5 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.
- 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.

5. Accessibility


IoM Transport is committed to helping less able customers travel more easily on our transport system.

We recognise that our customers may have different requirements when they travel with us and we are committed to making your journey as easy as possible.

This applies not only to wheelchair users, but also:

- customers with auditory and visual impairments or learning disabilities
- customers whose mobility is impaired through temporary or long term conditions
- elderly customers
- customers accompanying disabled children in pushchairs
- Built in less inclusive times and therefore not designed with disabilities in mind.

We are sorry that it may not be possible for some people with some mobility issues to use our services. We are unable to accept electric mobility scooters/wheelchairs due to size and weight. However, we will assist in every way possible to accommodate everyone.

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If you let us know what day you will be travelling we can arrange for our staff to assist you if possible.

5.1 Manx Electric Railway

Conventional wheelchair access is available on our specially modified trailer. It is essential to book the dedicated trailer with at least 48 hours advance notice to ensure availability by calling 01624 861226. Depending on accompanying carers the trailer can take at least five wheelchairs.

5.2 Snaefell Mountain Railway

No wheelchair access is available on the Snaefell 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.

5.3 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 users can be accommodated in the guards van. At least 48 hours advance notice is required to ensure availability by calling 01624 673623.

Please note, disabled access is not available for passengers wishing to board or alight at Ronaldsway Halt, Santon Station, Ballabeg and Colby Level stops.

5.4 Guide Dogs


All registered guide dogs are free on all forms of transport on the Island. Hearing dogs for the deaf, disabled support dogs and Canine partners for independence can be carried free of charge on Buses, Steam Railway, Manx Electric Railway, and on Snaefell Mountain Railway.

5.5 Important Information

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. Timetables in an audio format, please contact Manx Welcome Centre for a timetable.

5.6 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

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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. 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.

7. 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 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.

8. 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.
- 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

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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.

9. 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.

10. Miscellaneous

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