			Department of Infrastructure Conditions of Carriage <i>Isle of Man Railways Dining Car</i>			Risk Rating	Low – No restrictions
Reference:	COC-DC-001	Issue Number:	1	Owner:	Marketing & Customer Services Officer	Department:	Customer Services, Isle of Man Railways
Issue Date:	07/03/2023	Effective Date:	07/03/2023	Planned Review Date:	01/03/2024		

Isle of Man Railways Dining Car

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 Transport Services Division – ‘the Division’ – is the operator of Isle of Man Railways incorporating The Dining Car. 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 The Dining Car. By travelling on our services you, as a passenger, agree to these Conditions of Carriage.

Passengers should be aware that Isle of Man (IoM) Railways wishes to maintain the highest standards in passenger 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 fully and passengers should take extra care when travelling with us.

2. Provision of Dining Car services


IoM Railways will use all reasonable endeavours to maintain the services as per the published schedule but we reserve the right to alter, withdraw or suspend services for whatsoever reason. It should be appreciated that the railways are generally operated with heritage equipment, accordingly the division will not be liable for any loss or inconvenience arising from the cancellation or change of any service.

Force Majeure: the division will not accept any liability 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-down, stoppage or industrial dispute, the consequence of which meant we were not able to provide the services expected.

(c) Any other event which we were unable to avoid or prevent by the exercise of reasonable diligence.

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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 and comfort of others and follow any reasonable instructions given to you by our staff.
- The railway is a working environment so children must be supervised at all times during your travels.
- Passengers must not leave rubbish or discarded items on the train.
- Passengers must produce a valid ticket when required by a company official. Any person who fails to give his or her name and address following a ticket discrepancy, may be reported to the Isle of Man Constabulary and further action may be taken.
- 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) unless otherwise instructed by an official or other authorized person.
- Passengers must advise a company official immediately if they sustain any injury associated with travel on one of our trains.
- Passengers will abide by the codes of conduct set out in the Isle of Man Equality Act 2017.

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.
- Behave inappropriately towards customers and/or staff.
- Wilfully damage, defile or soil any part of the train.
- Throw or dangle anything out of any train window or door.

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- 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 or flammable materials, including petrol containers.
- Hand out any printed material on the train unless prior permission has been granted by an authorised official from the Division.
- Shall not smoke either conventional or electronic cigarettes.
- Take part in any activity that is unlawful.
- Carry illegal items on the train.
- Carry any type of firearm or offensive weapon.
- 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 other than that purchased on board the Dining Car.
- Wear unsuitable footwear such as rollerblades, skates or excessively high heels.
- Place any footwear on the seats.

Any person contravening these conditions or 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 ticket to travel. No ticket can be used that has expired, been defaced, copied, stolen, illegally used or altered.
- Fares are charged in accordance with our current pricing schedule.
- Passengers must retain their ticket throughout the journey for possible inspection by a division official.
- It is the responsibility of the passenger claiming a child or concessionary fare to produce evidence of age if it is requested by an official.

3a. Concessionary Card Holders.

- No concessionary travel is granted for holders of Go Silver, Go Gold or Go Gold+ cards on Dining Car services.


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4. Ticket purchase policy – Dining Car and special excursions

- Full payment is required at time of booking to confirm a reservation.
- Please check your booking details carefully with the Booking Clerk as mistakes cannot always be rectified later.
- All cancellations and changes to reservations must be advised with a minimum of 14 day’s notice before the event date to receive a full refund. After 14 days 20% of the full price will be reimbursed. No refund will be due on the day of departure.
- All changes to reservations must be advised with a minimum 14 day’s notice before the event date. Changes received after this may not be accepted.
- In the circumstance that Isle of Man Railways need to cancel a Dining Car event completely a full refund or credit voucher will be offered.
- 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 or rescheduling the excursion.
- 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) or a refund up to the value on the ticket.
- All meal options are required at the time of booking to confirm your reservation.
- Any food allergies should be notified on booking and again on boarding.
- No alcohol other than that purchased on the Dining Car may be consumed by passengers.
- We are unable to accept payment by cheque less than 21 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 this cannot always be guaranteed.

5. Carriage of folding pushchairs.

The carriage of pushchairs is not permitted on board the Dining Car due to limited stowage space and narrow corridors. Pushchairs can be left at the departure station, entirely at the owner’s risk and the Department cannot not be held liable for damage or theft.

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6. Disabled access.


Heritage railway stations and train carriages were designed and built many decades ago. We are sorry that it may not be possible for some passengers with mobility issues to use our Dining Car services, however, we will assist in every way possible to accommodate everyone. It is helpful if you inform us of any special requirements in advance of your visit. Please call us to chat about what options there may be if you have any concerns. Tel. 01624 697457

Wheelchair users:

- Our Dining Car carriages have narrow aisles so wheelchair access onto the train is not possible with a conventional wheelchair. Conventional folding wheelchairs can be stored in the rear guard's compartment subject to space availability. 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 but must not occupy a seat for an intended 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.
- 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.

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8. Travelling with standard bicycles.

- Steam Railway:** The carriage of bicycles is not permitted on board the Dining Car due to limited stowage space and narrow corridors. Bicycles can be left at the departure station, entirely at the owner's risk and the Department cannot not be held liable for damage or theft.

9. Travelling dogs and other pets.

- We welcome guide and assistance dogs on our Dining Car services. Please advise us at the time of booking if you require this so we can select the most appropriate seating
- We do not allow non-assistance dogs or other pets on our Dining Car carriages.

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

- We support the need for parents 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 or not in possession of a valid ticket.
- On occasion, 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.