

## Birthday party terms and conditions

- To request a party date, please complete the Microsoft Forms link. We will then advise if the date is still available. <https://forms.office.com/r/xmEKu66EyK>
- Parties will be allocated on a first come, first served basis.
- If we are unable to offer you the date requested, we can add you to the cancellation list.
- Once you have received confirmation your preferred date is available, payment will be required via RMR SumUp link within 48 hours to secure the booking. [Please pay \[ \] to Riverside Miniature Railway](#)
- Once payment has been received, you will then receive a confirmation email that your party is booked.
  
- If the railway is unable to open, e.g. bad weather, we will notify you as soon as possible. A full refund will be given if we have to cancel the running day. If it is safe to do so, we will endeavour to open and run trains regardless of the weather e.g. rain.
- Cancellations – please email us at [events@riversiderailway.co.uk](mailto:events@riversiderailway.co.uk) at least 4 weeks before your party date if you need to cancel. This will allow us to offer the date to another child on our waiting list. After this date, refunds will not be given.
  
- On arrival at your party, you will be welcomed by an RMR member who will be your contact during the day.
- Party trains will be organised and plan to depart between approximately 12pm and 1:30pm.
- Adult supervision is required at all times whilst on site. During train rides, at least one adult is required on each coach to supervise children.
- Maximum number of children = 15
- Tour of the trains and turntable – children will require adult supervision at all times and follow safety guidance at all times. Maximum number of 2 children and 2 adults allowed during the tour at any one time.
- Birthday child can send a train off from the station at any point between 12 and 2pm.
- RMR branded gifts will vary dependent on availability.
  
- Parties are during normal running days; you do not have sole use of the railway.
- You are welcome to remain on site after 2pm. Any additional train tickets can be purchased at buy one get one free for use during the same day.
  
- Please ensure you tidy away any rubbish before leaving the site. A rubbish bag can be provided if needed.
  
- If you have any questions during your party, please liaise with your dedicated RMR member.