**Santa Specials Terms & Conditions 2026:**

By purchasing our Santa Special Tickets, you agree to the following terms & conditions:

**Departure:**

The time listed on your ticket is your departure time from **New Romney Station (TN28 8PL)**.

Please allow sufficient time for your journey and arrive at our station **at least 30 minutes before** your booked departure, to allow time for parking, check in & boarding.

**The RH&DR cannot be held liable for late arrivals or no shows**. As our Santa Specials are very popular, it may not be possible to move you to a later slot.

**Weather:**

**Our Santa Specials will operate in all but the most severe weather conditions**. In the unlikely event that we are unable to operate an advertised service due to severe weather or other circumstances beyond our reasonable control, we will endeavour to transfer your booking to an alternative Santa Special date or time, subject to availability.

**Where an alternative date or time cannot be accommodated**, you will have the choice of either **a full refund** or the value of your booking may be **transferred to a gift certificate** for future use, valid for two years from the date of issue.

**Tickets:**

**Tickets are only valid on the date and at the time stated on your booking.**

All members of your booking **must enter New Romney Station (TN28 8PL) together**. We will be **unable to delay the service** to accommodate late members of your party.

All members of your party included on the booking will be sat together. We cannot guarantee separate bookings will be able to sit together.

**We are unable to admit any additional family members who have not purchased a ticket**, and they will not be able to join your booked service at New Romney (TN28 8PL) or the festive experience at our Hythe Station without a pre-booked ticket.

Santa Special tickets cannot be exchanged, refunded, resold or transferred to another party.

Platform tickets are not available during our Santa Special Event.

'Carers Go Free' tickets are not available during our Santa Special Event.

There are no group discounts for our Santa Special Event.

If adults wish to travel without children, the prices are the same.

Once your tickets have been purchased, you will receive your order confirmation via email. To ensure we allocate seating correctly, **your e-tickets will be sent closer to the event date**.

**If you have not received your e-ticket within 7 days before your travel date**, please check your spam/junk folder, or get in touch with us (info@rhdr.org).

**All Day Breakfasts**

**All-Day Breakfasts are an available upsell & are served at New Romney (TN28 8PL)**. Customers should arrive an hour before their departure time, to allow enough time for the preparation & consumption of the meal prior to departure.

**Heritage Coaches:**

Heritage coaches are an optional upsell, and can be pre-booked during the booking process.

Gladys our Bar Car seats up to 7 people in each compartment. The Bar Car is split into two compartments for the festive period. An attendant will be on board to serve you drinks and snacks as you travel, which you can purchase using cash or card. Alternatively, you can pre-order one of our drink's packages, which are available to purchase during the booking process.

Our Royal Saloon heritage coach is currently being repaired and is unlikely to be available for the festive season.

In the unlikely event our heritage coaches require repairs, or cannot run, a full refund of the hire of the carriage will be given, and your seats will be reallocated into our regular carriages.

Please note, dogs cannot travel in our heritage coaches.

**Booking:**

Please ensure that all details of your booking are correct before completing your purchase. A 3-day cooling-off period applies, during which you may cancel your booking free of charge. After this period has expired, any amendments to a confirmed booking will incur a £5.00 administration fee.

Changes to bookings close seven days prior to date of travel. Please ensure you check your booking carefully and contact us without delay if any changes are required.

**Accessibility:**

Our stations and platforms are accessible for wheelchair users. There are accessible toilets at both New Romney & Hythe.

Wheelchair accessible coaches are available on our Santa Specials trains, but must be pre-booked. Please get in touch with us at info@rhdr.org after booking your service, to ensure your seats are allocated into this coach.

**Dogs:**

Dogs can join our Santa Special event for an additional £1.50 per dog. Dogs will receive a small 'treat' when seeing Santa. Dogs cannot travel in our Heritage Coaches.

For the comfort and enjoyment of all our guests, dogs must be kept on a lead throughout the event, including during train travel and while enjoying the festive experience at New Romney and Hythe. If your dog becomes unsettled or disruptive, we may kindly ask you to step outside for a short while, helping to ensure that all guests can enjoy the experience comfortably.

Bins are located around the stations, and we kindly ask that any mess is cleaned up promptly and disposed of appropriately. Please help us keep our stations and trains clean and enjoyable for everyone.

**Photography & Filming:**

A professional photographer will be present in the grotto to take photos of your group. These can be purchased in our Hythe ticket office after your visit to Santa. If you do not wish to have your photo taken, please let our staff know when entering the grotto.

Photography and filming may take place during our events for marketing and publicity purposes. Images and recordings may be used in our printed publications, on our website, social media channels and other promotional materials.

We will make reasonable efforts to avoid photographing or filming individuals who have asked not to be included. If you do not wish to be photographed or filmed, please speak to a member of our team before or during the event, who will provide guidance and take reasonable steps to accommodate your request.

If you are identifiable in a photograph or recording and would like to request that it is no longer used in future marketing or promotional materials, please contact us. We will consider your request and, where reasonably practicable, take appropriate steps to stop using the relevant image or recording in future materials.

**Quiet Train**

Our quiet train will run on **Saturday 28th November @14:20** this year. This experience is tailored to our passengers with special needs, autism and enhanced sensory needs.

- **Our Christmas lights will not be flashing.** They will still be lit up for those who want to feel the magic, but they will be on constantly.
- **We will turn the music down.** Christmas carols will be played below our normal volume.
- **We won't shout about Santa.** Our tannoy announcements will be switched off during this period
- **We will keep train whistling to a minimum** and only whistle when it is necessary.

**Car Parking:**

Our New Romney & Hythe car parks operate a pay on exit system, with ANPR cameras in place. You can pay at our kiosks upon departure, or online at parkwithease.co.uk up to 48 hours after your departure. Card payments only.

There is a 15-minute grace period for drop offs & pickups, it is not necessary to validate your parking with our machine if you are parking for up to 15 minutes. Blue Badge holders are eligible for free parking, please present your blue badge to our ticket office staff on arrival for exemption.

Your car park payments help keep the RH&DR on track & steaming into the future. We appreciate your support.

**Changes to your service:**

Whilst we make every reasonable effort to provide the experience as advertised, circumstances beyond our control may occasionally require us to make changes to the service or elements of the event. This may include, but is not limited to, the substitution of a steam locomotive with a diesel locomotive, or changes to sounds, lighting, timings or other elements of the experience.

We may need to delay, shorten, alter, suspend or temporarily interrupt a Santa Special where this is necessary due to technical or mechanical issues, safety concerns, operational requirements, weather conditions or other circumstances affecting the safe and effective operation of the event.

Where reasonably possible, we will take steps to minimise any disruption and will resume or continue the service as soon as it is safe and practicable to do so.

We will endeavour to ensure that any changes are kept to a minimum and that the overall experience remains as close as reasonably possible to that advertised. Nothing in these terms and conditions affects your statutory rights.

If you have any questions relating to our terms and conditions, please get in touch with us: info@rhdr.org