

## TORQUAY CONFERENCE FARES – TERMS & CONDITIONS

-  Torquay Conference and Torquay Conference 1<sup>st</sup> tickets entitle the holder to rail travel between the origin station printed on the ticket and Torquay rail station
-  Unless otherwise indicated on the ticket, travel is available on trains operated by First Great Western, South West Trains, Southern, SouthEastern, c2c Rail, Chiltern Railways, National Express East Anglia, First Capital Connect, London Overground, East Coast, East Midlands Trains, Virgin Trains, London Midland, CrossCountry Trains and Arriva Trains Wales. Some tickets will display “GREAT WESTN ONLY” in the route field – these are only valid on trains operated by First Great Western
-  Tickets are only valid with proof of attendance at a conference or similar event at the Riviera International Conference Centre, Torquay
-  Tickets and proof of eligibility to hold them must be offered up for inspection at any time when asked by a ticket examiner, or any other representative of the participating TOCs
-  Travel is only available on the date(s) printed on the ticket
-  Travel is permitted only in the class of accommodation printed on the ticket
-  Travel is available on any service(s) operated by participating TOCs for the journey being made, with the exception of East Midlands Trains services timed to arrive at London St Pancras International before 1100, or depart London St Pancras International between 1529 and 1901 inclusive, Mondays to Fridays
-  Cross-London transfer is permitted by any reasonable route on London Underground services. Ticket-holders may only enter or leave the London Underground system at London Terminal stations relevant to the through journey
-  Break of Journey on the National Rail network is not permitted other than for the purpose of making connections and/or using station facilities
-  No child fares or Railcard discounts are available
-  Amending your booking: you may change the time of your outward journey and the date and time of your return journey without changing your tickets. If you wish to change your date of travel or Class of ticket, you will need to buy a new ticket and apply for a refund on your original ticket
-  Refunds: if you decide not to use your ticket to make all or part of your intended journey then you can apply for a refund from the My Account pages, or through Customer Support within 28 days of expiry of the ticket. Please note that the outward portion cannot be refunded if the return portion has been used. A GBP 10.00 administration fee will apply and the amount of the refund will take into account any use you have made of the ticket and in some circumstances no refund will be paid
-  Unless indicated otherwise, the National Rail Conditions of Carriage apply to these tickets, a copy of which is available from [www.firstgreatwestern.com](http://www.firstgreatwestern.com) or any staffed railway station.