

Papplewick Pumping Station

Steam Day 12 Month Unlimited Entry Ticket Terms & Conditions

1. Free unlimited return admission is granted on all full price Steam Day tickets only (Adult, Senior & Student).
2. The ticket is valid for twelve months from the day of purchase.
3. Discounted admission for groups or English Heritage members will not be eligible for unlimited 12 month return.
4. At point of sale the ticket receipt must be signed by the purchaser of the ticket *and* other adults, seniors or students included in the purchase for them to gain unlimited twelve month entry. If those visitors do not sign they will not be eligible to use the ticket on return within the twelve months as the signature(s) are checked upon each return. Only those who have signed the receipt will be granted free access after the date of purchase.
5. The ticket does not guarantee fast track entry into the Pumping Station.
6. If you lose your receipt and you Gift Aided your admission we can find you on our database but you must contact us *no later than* ***three days before*** your visit. We do not have the capacity to process your request on the day of your visit.
7. If you lose your receipt and did not Gift Aid your admission we will not be able to issue you with a replacement as you will not be on our database.

Using your twelve month entry ticket

1. On your next and all subsequent visits within the twelve months of purchase please present your signed receipt at the ticketing desk.
2. Please bring an additional form of photo ID.
3. Visitors presenting a ticket receipt will be asked to sign a 'Return Register' and your signatures will be compared with that on your receipt. If the signature(s) does not match then that person will not be entitled for free entry.
4. Please remember that only those who have signed the original ticket receipt are entitled to return for free.

If you have any queries please email the museum office director@papplewickpumpingstation.org.uk