

## Online Estates Consents – Terms and Conditions

### General

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London North Eastern Railway Limited, trading as 'LNER', is a company registered in England (No 04659712). Our registered office is:

London North Eastern Railway Limited.

Registered Office:  
East Coast House,  
25 Skeldergate,  
York YO1 6DH

### Your agreement with LNER

The LNER website and applications (apps) are offered as a service to you, the customer, by us, LNER. By using the LNER website and applications (apps) you agree to the terms and conditions set out below (terms). If you do not agree with these terms, you must not use the LNER website and applications (apps).

These terms are intended by us to set out the whole agreement between us and you and any prior communications between us are not included in this agreement. We recommend that you read them carefully to protect your own interests. If you do not think they set out the whole agreement between you and us. Please make sure you ask for these to be put in writing before you book train tickets or make any other transaction with us. In that way we can avoid any problems surrounding what you expect us to do.

We cannot accept any liability for any reliance placed by you on any statement or representation on the LNER website and applications (apps), whether made by us or a third party, except to the extent a statement or representation on the LNER website and applications (apps) are made negligently by us.

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You warrant to LNER that you will not use the LNER website and applications (apps) for any purpose that is unlawful or prohibited by the terms, conditions or notices.

LNER may in its absolute discretion suspend, stop or end your access to the LNER website and applications (apps).

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Nothing contained herein shall prejudice your statutory rights as a consumer.

### **Cookies policy**

Our [cookies policy](#) explains what cookies are, how we use them on this website and how to manage your preferences. By continuing to use this website, you agree to the use of cookies on your device in accordance with our cookies policy.

### **Miscellaneous**

We may change these terms from time to time; however any changes will not affect existing terms accepted by you when making a reservation or purchase through the desktop site. Network Rail usually carries out track maintenance and renewal work at weekends or Bank Holidays, or occasionally early weekday mornings or late evenings. You are strongly advised to confirm your train times prior to making your journey.

The prices quoted on the desktop site are in Pounds Sterling (£). If you pay for your tickets using a foreign credit or debit card, we are not responsible for the exchange rate and you are advised that changes to your ticket or refunds may be affected by such exchange rate.

Your agreement to the terms, conditions and notices contained on the LNER website, desktop and mobile retail sites and applications (apps) are governed by the laws of England and you hereby consent to the exclusive jurisdiction of the English courts in all disputes arising out of or relating to the use of the LNER website and applications (apps). If at any time any part of this agreement becomes invalid, illegal or unenforceable in any respect, that invalid, illegal or unenforceable part shall be severed from the remainder of the agreement and the validity, legality and enforceability of the remainder of the agreement shall not be affected or impaired in any way. Further, the invalid, illegal or unenforceable part will be deemed superseded by a valid, legal or enforceable part that most closely satisfies the intention of the original part. The validity, legality and enforceability of the remainder of the agreement shall not be affected or impaired in any way.