

Hitachi Railway 200 Open Day Visitor Information & FAQs

Event Date: Saturday 4th October 2025

Venue: Hitachi Rail, Merchant Park, Millennium Way, Newton Aycliffe, DL5 6UG

Opening Times: 10:00 – 18.00, last entry 16:00.

Entry Gates Open: 10:00

Getting to the Event

By Car:

- **Parking Availability:** Hitachi overflow car park available, however this has limited spaces. Parking also available at South Durham UTC college, GLOW church and Hitachi Grindon Way site. These locations are 5 minutes away from the event venue. Parking at these locations is first come first served.
- **Blue Badge Spaces:** Please drive directly to Hitachi gates and produce blue pass. You will then be escorted to a visitor bay.
- **Traffic Advice:** Please avoid arriving before gates open to prevent congestion.

By Public Transport:

- **Nearest Train Station:** Newton Aycliffe (small local train station which runs between Bishop Auckland and Saltburn via Darlington) , Darlington Train Station (east coast mainline)
- **Bus Services:** Local buses stop at Merchant Park – check with Arriva North East or Traveline.

Accessibility

- **Site Access:** Hitachi Newton Aycliffe is a working industrial site and certain areas will remain strictly off limits to the general public.
- **Mobility Assistance:** We will take reasonable steps to accommodate those with mobility issues. Please get in touch with us directly at

RSUKCommunications@hitachirail.com if you would like additional support from a marshall on the day of the event. A disabled toilet will be available on site.

- Some activities may include restrictions on height, weight and size, and may not be suitable for those with medical conditions.
- Quiet Zones / Sensory Support: Quiet room available. Please ask a Marshall if required.
- Accessibility Considerations: Some static displays may be mounted or roped off; assistance is available at the Accessibility Help Point.

Family & Group Info

- Children Welcome: Yes – activities available for all ages.
- Lost Children Policy: Report immediately to the Lost Child Point at Reception.
- Children under 18 years of age must be supervised by an adult at all times.

Food, Drink & Facilities

- Catering: Food and drink will be available to purchase from a selection of vendors, catering to a range of diets.
- Alcohol Policy: No alcohol will be sold or permitted on-site.
- Toilets: Available throughout the site, including accessible units.
- Baby Changing: Facilities available near the family activity zones. Please go to reception help desk.
- Water Stations: Free refill points available.

Safety, Security & Entry Rules

- Security Checks: Bag searches will be conducted. Please allow time at entry.
- Prohibited Items: Please note that standard prohibited items (e.g. knives, alcohol, flammable items, drones) will not be permitted on site. A full list will be clearly posted at the entrance.
- Re-entries: Visitors may leave and re-enter the site but will be subject to a mandatory bag search on re-entry.
- First Aid: Qualified staff will be on-site all day.

- Fire Evacuation Procedure: Instructions will be displayed and announced if needed.
- Health and Safety: Visitors have a duty to take reasonable steps to ensure their own safety, taking into account any personal medical conditions. Please ensure that you read all safety signs displayed when on the Site, and when embarking upon an individual funfair ride or attraction in order to assess the suitability of each ride / attraction for you and/or your child. Visitors are expected to abide by Hitachi's health and safety policies in place on site.

Visitor Conduct & Terms

- Terms of Entry: Full terms available on page 6.
- Behaviour Policy: All visitors are expected to treat staff and others with respect. Antisocial, damaging, dangerous, offensive, illegal or immoral behaviour will result in removal.
- Pets: Only assistance animals are allowed on site.
- Smoking/Vaping: Only in designated outdoor smoking areas.

Photography & Filming

- Photography: The use of professional audio-visual equipment is not permitted at any time whilst on the site. Personal photography is permitted unless otherwise indicated.
- Media/Promotional Filming: Photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) will be taken by Hitachi or authorised parties during the event. Visitors are responsible for bringing this to the attention of any person for whom they have bought tickets. Hitachi Rail will take reasonable steps to let visitors know that filming or photography is taking place during their visit.
- Drone Use: Prohibited.

Event Features

- Self-Guided Factory Tours
- Special Exhibits:
 - Locomotion No.1 display
 - LNER Azuma

- Carriages in various states of build
- Battery & digital train demos
- “Past, Present & Future” school art showcase
- Funfair
- Interactive Zone: Railway 200 Exhibition Train
- Hands-On Activities: For all ages – including model railways, simulators, and craft and STEM activities.
- Merchandise: Available to purchase on-site; all proceeds at Hitachi stands will be donated to charity. Please note: all merchandise purchases at the Hitachi Rail Open Day are cashless. Card and contactless payments only – no cash will be accepted.

Contact

- Contact Email: RSUKCommunications@hitachirail.com

Reminder of Event T&Cs

These terms and conditions govern the purchase of tickets and entry of ticket holders to the Open Day Event (“Event”) purchased on the TicketSource platform to be held on 4 October 2025 at Hitachi Rail Limited’s (“Hitachi Rail”) factory premises in Newton Aycliffe (“Site”). By purchasing a ticket and attending the Event you agree to comply with these Terms and Conditions (“Terms”).

1. Entry and Admission

- Admission to the Site is at the discretion of Hitachi Rail Limited.
- Hitachi Rail reserves the right to eject any person at any time without prior notice.
- Attendees must follow all lawful directions given by Hitachi Rail staff or representatives, including directions related to health and safety.

2. Ticket Purchase

- Tickets can be purchased through TicketSource. All sales are final.

- Tickets may be purchased by individuals aged 18 and above. Proof of age may be required at the time of entry.
- Any person under the age of 18 years must be accompanied and supervised by an adult ticket holder at all times.
- Tickets are non-transferable and may not be resold or exchanged without the express permission of Hitachi Rail.
- To gain access to the Event, attendees must be accompanied by the original ticket purchaser.

3. Refund Policy

- Refunds will not be issued for any reason, including but not limited to non-attendance, illness, or scheduling conflicts.
- Hitachi Rail reserve the right to cancel the Event at any time. In such circumstances Hitachi Rail shall endeavour to provide notice to ticket holders (if reasonably possible and contact details are available) of such cancellation and will provide a refund at Hitachi Rail's discretion. No further compensation shall be payable by Hitachi Rail.

4. Attendee Conduct

- Attendees must conduct themselves in a manner that does not endanger themselves or other, and not carry out any activity whilst on the Site which is damaging, dangerous, offensive, illegal or immoral. Any form of disruptive or unsafe behaviour will result in immediate ejection from the premises.
- Attendees must not violate the strict no photography or recording rules inside the factory from time to time.

5. Compliance with Rules

- Attendees must comply with all instructions and rules set forth by Hitachi Rail, including but not limited to safety protocols and access restrictions.
- Hitachi Rail reserves the right to limit items which may be brought on to the Site. A list of prohibited items will be sent to ticket holders in advance of the Event.

- Attendees consent to security checks upon entry and throughout the Event as deemed necessary by Hitachi Rail.

6. Health and Safety

- Attendees are required to adhere to all health and safety protocols as stipulated by Hitachi Rail staff or representatives.
- Any hazardous areas or equipment will be clearly marked, and attendees must avoid such areas unless explicitly permitted by Hitachi Rail staff or representatives.
- All attendees must stay within the permitted areas at all times and comply with any instructions given during the Event. Failure to do so may result in the visit being terminated. Hitachi Rail reserves the right to amend the tour route or omit areas of the facility for reasons of attendees' safety and well-being.
- Smoking outside of designated areas and the consumption of alcohol/drugs are strictly prohibited on the Site.
- Attendees have a duty to take reasonable steps to ensure their own safety, taking into account any personal medical conditions. Attendees must read all safety signs displayed when on the Site, and when embarking upon an individual funfair ride or attraction in order to assess the suitability of each ride / attraction. Some rides may include restrictions on height, weight and size, and may not be suitable for those with medical conditions.

7. Right to Refuse Entry or Remove Attendees

- Hitachi Rail reserves the right to refuse entry or remove any attendee who fails to comply with these Terms or Site rules.
- Attendees removed from the Event for non-compliance will not be entitled to a refund.

8. Liability

- Attendees assume all risks associated with attending the Event, including but not limited to personal injury or property damage.
- Hitachi Rail is not liable for any loss, injury, or damage sustained by attendees, except as required by law.

- Attendees shall be liable for all costs, losses and liabilities incurred by Hitachi Rail as a result of any damage to the factory, Site or any item contained in the factory or Site caused by that attendee.

9. Other Important Terms

- By attending the Event, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in promotional or marketing purposes by Hitachi Rail and entry into the Site constitutes attendees' acknowledgement of such use. Attendees further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken there from) may be used to identify you as an individual, where permitted by data protection laws, for the purposes of ensuring preventing or detecting crime, Health and Safety, or any breach of the Terms.
- The use of professional audio-visual equipment is not permitted at any time whilst on the Site. Personal photography is permitted unless otherwise indicated.
- These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.
- Hitachi Rail reserves the right to amend these Terms at any time. Any changes will be notified to attendees upon entry.

10. Contact Information

For any questions or concerns regarding these Terms, please contact Hitachi Rail at events@hitachirail.com.

Please review these Terms and Conditions carefully. By attending the Event, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

Updated 26 August 2025