

A2B Travel Group - Standard Conditions of Carriage & Terms and Conditions

GENERAL CONDITIONS

The company reserves the right to alter, suspend or withdraw any service without previous notice.

Advance notice will, however, be given when possible.

There shall be no liability on the Company for delays, howsoever caused, or inconvenience which may be sustained by any passenger through the failure of any vehicle, nor will they be liable for unpunctuality.

The publication of any timetable or notice is issued for guidance, and no guarantee can be given that vehicles will operate at the times stated, or at all.

Neither the holder of a ticket nor any other person shall have the right of any action against the company or its officials in respect of

(i) death or bodily injury to any person otherwise than while the passenger is being carried on, or entering or alighting from a stationary public service vehicle,

or (ii) any other loss, damage or delay to any person however caused,

or (iii) any loss or mis-delivery of or damage or delay to property however caused,

or (iv) death or injury / loss sustained while entering or leaving a public service vehicle whilst in motion or not being seated whilst there are available seats onboard or not wearing a seatbelt where fitted.

The company and its staff also reserve the right to refuse travel or ask any passenger already on a vehicle to leave if the passenger is deemed to be causing a nuisance to other travellers or defacing the vehicle in any way shape or form.

This right is also extended to passengers whom the driver believes is in no fit state to travel through intoxicating substances or otherwise and our driver's decision is final and binding in these instances.

The company has a zero-tolerance policy against its staff and vehicles and any such instances of abusive behaviour or damage to vehicles will result in the details being passed to the relevant authorities and the company will prosecute to the highest level possible.

SUGGESTIONS AND COMPLAINTS

For all suggestions both good and bad Please use the contact details on our website:

www.a2bbusandcoach.com

FARES AND TICKETS

Passengers must be in possession of a valid ticket or pass throughout their journey.

We Accept All Forms of Contactless Payment onboard along with cash

Our drivers give change but they only start with a limited amount and this can get used up quickly.

Drivers are not obliged to accept large amounts of coins above the standard allowances. These are:

20p made up of 1p and 2p coins

£10 made up of 20p and 50p coins.

Adult fares are issued to all passengers aged 16 or over.

Child fares are valid if you are aged between 5-15 years. If our driver has reason to suspect you are over the age of 16 but still wish to purchase a child ticket, you will be required to show proof of ID.

English National Concessionary Passes are valid for free travel in accordance with the conditions published by local authorities.

BUS STOPS & TIMETABLES

Intending passengers should always arrive at their desired stop at least 5 minutes before the bus is due to depart.

You should ensure that you make it clear to the driver of the bus that you wish to board by signalling in good time. No liability for missed departures will be accepted if no signal of your intention to board was not seen by the driver.

Buses are only authorised to pick up and set down at authorised bus stops please do not ask your driver to do otherwise.

Passengers entering or leaving a moving vehicle or at any location other than an authorised stop do so at their own risk.

WHEELCHAIR USERS

All our buses have space for at least one wheelchair user, but we cannot guarantee this facility.

We will carry most wheelchairs and electric wheelchairs up to 700mm wide, 1200mm long (including footplate) and a total weight of 300kg (including the occupant).

Unless specified only 1 wheelchair can be carried per vehicle

MOBILITY SCOOTERS

These Are not normally carried as they are outdoor vehicles intended for use as an alternative to public transport for short trips.

They are generally less manoeuvrable, and some cannot be used as a seat on a vehicle due to their instability and difficulty in providing appropriate restraint systems for both the scooter and the user.

All mobility scooters must be stored in the luggage area folded if possible but with brakes applied and not left in any gangway area or held at a seat.

The company accepts no liability for damage caused to either the scooter owner, the scooter itself or any other passenger onboard.

All damages lay solely with the mobility scooters owner/passenger boarding with the mobility scooter

CARRIAGE OF ANIMALS

Only guide and or assistance dogs are carried on our vehicles.

Guide dogs in training are usually carried, subject to our driver's discretion.

All dogs should be on a lead and sit on the floor.

No other animals will be carried and only 1 assistance dog per vehicle will be carried at any one time

BICYCLES

We do not permit standard bicycles on board our vehicles.

However, folded bicycles are allowed so long as they do not present a risk to other passengers, their property, or our vehicle.

We will not be liable for any damages caused to any folded bicycle, or other passengers or passenger effects liability will lay solely with the passenger that boarded with the bicycle.

HOT FOOD, DRINKS AND ALCOHOL

No hot food, hot drinks or alcohol is permitted on board our vehicles.

Please do not attempt to board our vehicles with any of these items as the driver will refuse travel.

Any intending passenger under the influence or appearance of alcohol, intoxication or drugs may be refused travel at the driver's discretion this decision is binding and must be adhered to.

Any passenger who consumes any of the above items whilst onboard will be asked to leave the vehicle.

LUGGAGE/PERSONAL BELONGINGS

All luggage & personal items are carried at the owner's risk with no liability whatsoever on the company.

All luggage must be stored securely not blocking aisles or exits, nor presenting a trip hazard to any other passenger or member of staff.

TICKET OR TRAVEL REFUNDS

All applications for refunds should be made by using the website at www.a2bbusandcoach.com.

We aim to investigate and decide whether a refund application is successful within 28 days from application.

We will only refund tickets for any remaining days of validity and an admin fee may apply.

The refund value will be based on the period already used, rather than a percentage total of the ticket price.

Any day or return tickets purchased will have only 50% of the cost refunded as 50% of the journey will have been deemed to be completed. Any lost, damaged, or defaced tickets will not be refunded and if a ticket is deemed within this category by a driver, travel may be refused.

A2B Travel Group Ltd. may modify these terms and conditions at any time at its discretion.

Each provision of these Conditions of Carriage (as amended from time to time) shall be construed separately, applying, and surviving even if for any reason one or other of those provisions is held inapplicable or unenforceable in any circumstances and shall remain in force notwithstanding the termination of these Conditions of Carriage howsoever occasioned.

No waiver by A2B Travel Group Ltd shall be construed as a waiver of any breach of provision of these Conditions of Carriage.

These terms and conditions shall be governed by English Law and the parties hereby irrevocably submit to the exclusive jurisdiction of the English Courts.

Upon The purchase of a ticket/pass or boarding our services you confirm your acceptance and full understanding and any obligations within of these conditions of carriage.

COMPANY REGISTERED IN GREAT BRITAIN AT

A2B TRAVEL GROUP LTD

27 OLD GLOUCESTER STREET

LONDON

WC1N 3AX

Company Number 11602551