



Terms and Conditions of A1 Minibus and Coach Services LTD

Concert and Event Transport

Q. How Can I book my seat for my event/concert?

A. You can book your ticket via our website www.a1coaches.com or by calling our office on **01592 713443**

Q. How Can I pay for my transport?

A. You can pay over our website using credit/debit card or paypal or over the telephone via credit/debit card. You can also drop into our office on Wellesley Road and pay for your tickets in cash or card.

Q. Where are the collection points?

A. All collection points are the same for our event transport. We collect from :

A1 Depot on Wellesley Road, Methil

Glenrothes Bus Station (Stance nearest Golden Acorn)

Bus Stop outside 'The Spiral Weave' Kirkcaldy

Dunfermline Halbeath (At bus stop in front of Car Garages)

Q. How will I know what time I get picked up?

A. At time of booking we ask for a contact Mobile No so that we can use this to text you your collection time. We also place a post on our Facebook page informing everyone of the collection times. This could vary depending upon event popularity. Please note that times are subject to change. We aim to provide collection times one week before departure

Q. What happens if I want to change my collection point after I have booked?

A. If you want to change your collection point you must call our office 01592 713443, if there is space at the chosen collection point we can change you no problem. If there is no availability then unfortunately we cannot change you. Please note that there are often more than one coach on therefore it is very important to ensure you get on the designated bus that is allocated to your pick up point.

Q. How does the Driver know who I am when I get on the bus?

A. On every booking we take a lead passenger name. At every stop the driver will ask what name your booking is under, if you tell him/her the name of the person you are booked under he/she will mark you as present on their sheet.

Q. What happens once we get to the venue?

A. Upon arrival at the venue the driver will stop at his parking space. We do try to get designated parking spaces prior, however, this is sometimes not possible). Your driver will tell everyone the location of the bus, he/she will also give you landmarks near to the bus to help you find your way back. We have venue parking 'FAQ's' for most of the popular venues. Please ask for a copy if you need one.

Q. Will the vehicle be parked near to the venue?

A. We try to get parked as near to the event as possible. We will aim to advise each customer (whenever possible), the approx walking time from our vehicle to the gates so each person knows what to expect.

Q. How long will I have to make it back to the vehicle after the event has finished?

A. We aim to depart from every event 30mins after the event has finished.

Q. What if I get lost?

A. Sometimes this happens, for one reason or other. Our best advice to you is to stay with your friends, exchange phone no's if you don't already have them. Take good note from the driver as you depart the coach. When you get off the coach we also advise you to do a location search on your phone so you can find your way back to this spot.

Q. Can I travel if I have restricted mobility?

A. You can travel on our Coach to the event as we do have various disabled access coaches. However, if you have difficulty walking long distances please check with us before travel so we can advise where we are likely to be parked so you can gauge if you are able to walk from the vehicle to the gates. We cannot be held responsible for anyone who has mobility issues in getting from our vehicle to the event. Please ensure you inform our Sales Reps at the time of enquiry/booking if you have any special requirements.

Q. Can Children Under 16 travel without an adult?

A. No, All minors must be accompanied by an adult.

Q. What happens if my event is cancelled?

A. A Full refund will be issued if transport is cancelled before travel has commenced. If travel has commenced and then find out event has been cancelled after departure no refund will be given. **Please note that seats are non-refundable once they have been booked.**

Q. What happens if an unforeseen mechanical issue arises with the vehicle you are travelling in?

A. Our Vehicles are all safety inspected on a 6 weekly basis. Safety is paramount to us. Should any mechanical issue out with our control occur we will send a replacement vehicle. In the unlikely event of missing the main event due to a mechanical fault with our vehicle a full refund will be issued for transport. We will not be liable for any other costs occurred.

Q. Where do I get dropped off on the return journey?

A. You will be dropped off at the same location as you were collected, if we are passing a location nearer to your home we can stop on the main road to let you off the coach. It is not possible to re direct our coaches to drop people nearer to their homes.

Q. What if my vehicle is re located after we have departed from the coach.

A. You will have the drivers mobile number so you can located him/her The driver will also have a mobile contact no for your booking.

Q. What if the mobile phone networks are under pressure?

A. We have recently experienced issues with large events where the mobile networks crash. If this happens then we ask that you message our Facebook page and someone from our office will make contact with you and give you guidance on where to go. We will also give you an alternative meeting place in case of network failure as well as being lost. We will stop by each of the meeting places before we return home.

Q. Can I travel one way only?

A. No, We only accept return travel. This is because it is too difficult for people who never travelled to the event on the coach to find the coach to return home. We have faced many problems with this.

Q. Can I transfer my booking from one date to another?

A. No, You can only use your transport on the designated day of travel. No tickets can be transferred.

Q. Can I transfer my ticket into someone else's name?

A. Yes, you can transfer names as long as travel is on the same date.

Q. Can I bring luggage on the transport?

A. You can bring a rucksack size bag on the coach with you. However, If you require anything larger please ask our Sales Team at the time of booking. When we are travelling with a Double Decker or 37 seat coach, these vehicles do not have storage compartments. Any prohibited items such as weapons, drugs, live or dead animals, prams, surfboards, wheelie bins, wheelbarrows etc are not permitted on any of our vehicles. A1 Minibus and Coach Services Ltd reserve the right to refuse you travel and/or remove the items from the coach immediately.

Q. Can I drink Alcohol on the vehicle?

A. You may take alcohol to the events that you are attending but this MUST stay in the coaches' luggage locker (if available – depending on the coach being used). No alcohol is allowed to be consumed on the coach.

Q. I booked with a friend but they are getting on at a different stop can we sit together.

A. Unfortunately, we cannot reserve any seating for anyone. If you would like to sit together we strongly advise that you get on the coach together at the same collection point.

Q. Do I have to wear a face covering whilst travelling on the bus?

A. Yes, Anyone who is able to wear a face covering must do so whilst travelling on our vehicles.