**Terms and conditions for ticket purchase**

This ticket sales website is operated by Shoreline Travel (Shoreline Travel is a trading name of Shoreline Suncruiser Buses LTD). Your use of this site is subject to the following terms and conditions.

Once you have booked and paid your deposit, this money is non-refundable and non-transferable. Any name changes on a booking will incur a £10 administration fee.

In the event of the cancellation of an event by the organiser/promoter (ie a cancellation due to circumstances beyond Shoreline Travel's control), Shoreline Travel will only refund the face value of the ticket. Shoreline Travel will use its best endeavours to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, that it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Shoreline Travel cannot guarantee that they will inform the customer of any changes to the event date, time or venue.

We advise the use of secure mail when returning tickets. On receipt, Shoreline Travel will refund the customer the face value of the tickets using the same method as used to purchase them.

**Shoreline Travel Terms & Conditions.**

Shoreline Travel reserves the right to alter or cancel coaches if required, due to operational circumstances.

Shoreline Travel cannot be held responsible for delays due to unforeseen circumstances including traffic delays or vehicle breakdowns.

Shoreline Travel cannot be held responsible for the loss or damage of personal belongings on any coach.

If a coach departure point or time is changed, Shoreline Travel will notify all purchasers by phone, email or in writing (using the information given at the time of booking). Please note, however, that it is the customer’s responsibility to check that the journey is going ahead at the scheduled time and point.

Customers are advised to check their purchase upon receipt.

It is the responsibility of the customer to inform Shoreline Travel in writing of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address so we can confirm the change.

The right to admission to an event is reserved by the promoter and event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. Shoreline Travel would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age\*, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

Events and ticket types where an age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the event/ticket you are booking, and carry proof of age if appropriate.

By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.

If a customer orders more tickets than the maximum allowed, as indicated during the booking process, we reserve the right to cancel the order. The maximum applies per person/card/household.

In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.

We will not share your personal information for marketing or any other purposes without your consent unless where required by law. If you have registered your interest with Shoreline Travel and/or any of our associated companies, and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.

**Behaviour on board**

We want all our customers to have an enjoyable experience, but, you must remember that you are responsible for your behaviour and the effects that it may have on others. We therefore ask that you are respectful towards other passengers and the driver.

Should you or a member of your party become disruptive or behave in a way that affects other passengers enjoyment, the driver can refuse your travel. In this case we will not be responsible for any costs incurred for onward travel/hotel rooms.

**FAQs**

**How to make a payment?**

You can telephone 01723 353712, Monday-Friday between 9am-4pm to make a payment (credit or debit card accepted) or in person at our office (2a Falsgrave Road, Scarborough). If you booked online, you can make your payment with a credit or debit card on your account.

**Can I change my pick-up point?**

You can change your pick-up point up to one week before the event. After this time it will not be possible. Please note that not all coaches visit each pick-up point and therefore you cannot just turn up on the day of the event at a different stop and get on the vehicle as we may not have space for you.

**When will I receive my tickets?**

You will receive your ticket to travel upon payment, and the event tickets are given out once we reach the venue (if applicable). Please bring along your travel ticket on the date of travel and show this to the driver as you board. This can be printed or shown on a phone/tablet.

**Can I leave any belongings on the coach?**

The coach stays in place whilst you are in the venue, so any belongings can be left on board – but do confirm this with the driver on the day. Please note we cannot be held responsible for these items left on board.

**How will we find the coach for the return journey?**

All coaches drop and collect from the same point (unless specified by the driver), so we ask that you make yourself familiar with your surroundings. If you can, use google maps to drop a marker to help you.

**What time will I get back from the event?**

We aim to leave the destination when all passengers are on board the coach, this is usually within 30 minutes, please arrive promptly. It is important that you make your way back to the coach immediately after any event has finished.

**What if I have left something on the vehicle?**

Please call 01723 353712 Monday-Friday between 9am-4pm and we will check in lost property for you. We keep items for 4 weeks and after this time they are disposed of. It is your responsibility to collect items within the four weeks. After this time, we cannot keep them.

**Can I take food and drink on the coach?**

You are able to take food and drink onto the coach but we ask that you are mindful of other passengers on the vehicle and use the rubbish bags provided if you cannot take your rubbish home with you.

**Do you drop off at all the pick up points?**

Yes we do. The coaches will follow the same route back and will therefore make all drops, the same as the collection points.

**Refund Policy**

Please note, we do not offer refunds. However, if you give us at least 7 days notice of your need to cancel, we will credit your payment toward another event. However, if you do not cancel with at least 7 days notice, you will lose any payments you have already made.

**Cancellation Policy**

Our coaches have limited seating, and many of our events sell out. For this reason, we request that you cancel at least 7 days before your scheduled event. This will allow us to offer your seat to another customer. You may call us on 01723 353712 between the hours of 9am-4pm Monday to Friday to cancel.