

# Blue Line Shuttle Service

## Terms & Conditions

By booking a seat on a Blue Line Shuttle Service, you agree to the following terms and conditions.

## Bookings & Payment

- All bookings must be made in advance.
- Bookings are per seat, not per vehicle.
- Seats are allocated on a first-come, first-served basis.
- A booking is only confirmed once payment has been received (where applicable).

## Cancellations & Refunds

- Cancellations made **7 days or more before the event** may be eligible for a refund, minus any admin fees.
- Cancellations made **within 7 days of the event** are non-refundable.
- No refunds will be issued for missed pick-ups, no-shows, or early departures.
- If Blue Line cancels the service, a full refund will be provided.

## Pick-Up & Drop-Off

- Shuttle services operate on **fixed pick-up and drop-off points only**.
- No detours, additional stops, or route changes can be accommodated.
- Transfers are direct unless traffic or safety conditions require otherwise.

## Pick-Up Times & Late Arrivals

- Passengers must arrive at the pick-up point at least **5 minutes before departure**.
- A maximum **5-minute grace period** will be allowed.
- Vehicles will depart promptly after this time.
- Late passengers will not be waited for, and no refund will be issued.

## Return Journeys

- Return journeys operate at scheduled times only.
- Passengers must be present at the designated return pick-up location on time.
- Missed return journeys are non-refundable.
- Event delays, early finishes, or venue changes will not affect scheduled return times.

## Passenger Behaviour

- Alcohol consumption is not permitted on shuttle vehicles.
- Anti-social, aggressive, or unsafe behaviour will not be tolerated.
- Blue Line reserves the right to refuse travel or remove any passenger.
- Passengers asked to leave the vehicle will be dropped off at the next safe location and must make their own way home.
- No refund will be issued in these circumstances.

## Damage, Soiling & Cleaning

- Passengers are responsible for any damage caused.
- Any fouling, soiling, or damage will result in a cleaning or repair charge.
- Charges will reflect the cost of cleaning, repairs, and vehicle downtime.

## **Children & Young Passengers**

- All passengers under 16 must be accompanied by a responsible adult.
- Unaccompanied minors will not be accepted.
- Child seats are not provided unless explicitly stated.

## **Health & Fitness to Travel**

- Blue Line reserves the right to refuse travel to any passenger who appears unwell, excessively intoxicated, or unfit to travel safely.
- Passenger safety is always the priority.

## **Luggage & Personal Belongings**

- Small personal bags only are permitted.
- Large or unsuitable items may be refused.
- Blue Line is not responsible for lost or unattended property.

## **Delays & Unforeseen Circumstances**

- Blue Line is not liable for delays caused by traffic, weather, road closures, accidents, or events outside our control.
- No refunds will be issued for delays beyond our reasonable control.

## **Missed Travel / No-Shows**

- Failure to attend the shuttle service will be treated as a no-show.
- No refunds will be issued for no-shows.

## **Liability**

- Blue Line accepts no responsibility for missed events, entry issues, onward travel, or indirect losses.
- Transport is provided as a shared shuttle service, not a private hire vehicle.

## **Photography & Media**

- Photography or video may be taken for promotional purposes.
- Passengers may opt out by advising prior to travel.

## **General**

- It is the passenger's responsibility to ensure booking details are correct.
- These terms may be updated at any time.
- By completing a booking, passengers confirm they have read and accepted these terms.