

Blue Line Shuttle Service: Terms & Conditions

By booking a seat with **Blue Line Shuttle Service**, you agree to the following terms and conditions. These terms ensure the safety, punctuality, and reliability of our service for all passengers.

1. 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 full payment has been received (where applicable).
- It is the passenger's responsibility to ensure booking details, including date, time, and location, are correct.

2. Schedule Adjustments & Cancellations by Blue Line

- **Right to Amend:** Blue Line reserves the right to adjust, reschedule, or cancel shuttle times and dates due to operational requirements, vehicle maintenance, or unforeseen logistical issues.
- **Notice:** We will endeavour to provide appropriate notice of any such changes via the contact details provided at the time of booking.
- **Passenger Rights:** If a schedule change made by Blue Line results in a pickup time or date that is no longer suitable for the passenger, the passenger may cancel their booking and receive a **full refund**.
- **Service Cancellation:** If Blue Line cancels the service entirely, a full refund will be provided.

3. Cancellations & Refunds by Passenger

- **Standard Cancellations:** Cancellations made by the passenger **7 days or more** before the event may be eligible for a refund, minus any applicable admin fees.
- **Late Cancellations:** Cancellations made within **7 days** of the event are generally non-refundable. However, any refund or partial refund in these circumstances is at the **sole discretion** of Blue Line management and may be considered on a case-by-case basis.
- **No-Shows:** No refunds will be issued for missed pick-ups, no-shows, or early departures.

4. 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, road closures, or safety conditions require otherwise.

5. Pick-Up Times & Late Arrivals

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

6. Return Journeys

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

7. Passenger Behaviour & Safety

- **Alcohol & Smoking:** Alcohol consumption and smoking (including e-cigarettes/vaping) are strictly prohibited on all vehicles.
- **Conduct:** Anti-social, aggressive, or unsafe behaviour will not be tolerated.
- **Refusal of Service:** Blue Line reserves the right to refuse travel or remove any passenger who appears unwell, excessively intoxicated, or unfit to travel safely.
- **Removal:** Passengers asked to leave the vehicle will be dropped off at the next safe location and must make their own way home at their own expense. No refund will be issued.

8. Damage, Soiling & Cleaning

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

9. Children & Young Passengers

- All passengers under **16 years of age** must be accompanied by a responsible adult.
- Unaccompanied minors will not be accepted for travel.
- Child seats are not provided unless explicitly stated in writing at the time of booking.

10. Luggage & Personal Belongings

- Only small personal bags are permitted due to space constraints. Large or unsuitable items may be refused.
- Blue Line is not responsible for lost, stolen, or unattended property.

11. Liability & Delays

- **Unforeseen Circumstances:** Blue Line is not liable for delays caused by traffic, weather, road closures, accidents, or events outside our reasonable control.
- **Indirect Losses:** We accept no responsibility for missed events, entry issues, onward travel, or any other indirect financial losses.
- **Service Type:** Transport is provided as a shared shuttle service, not a private hire vehicle.

12. Photography & Media

- Photography or video may be taken for promotional and marketing purposes.
- Passengers may opt out by advising the driver or Blue Line management prior to travel.

13. General

- These terms and conditions may be updated at any time.
- By completing a booking, passengers confirm they have read, understood, and accepted these terms in full.