

TICKET NUMBER: ETBRVD23

national express

Please print your ticket and show it to the driver when boarding your coach, we hope you enjoy your journey.

Lead passenger: **Ms MG Gregorová**
1 Adult

Ticket type: SINGLE

Journey Ref Outbound: **CVZL-01-3E8BE**

For ticket validation



Payment of £11.00 has been charged to your card ***** 7985

➔ **Leaving: STANSTED AIRPORT LONDON to LONDON (Victoria Coach Station)**

national express National Express Airport Service: **AB A6**

Date of travel	Departure	Arrive	From	To
Thu 10 Oct 2013	19:45 (7:45 PM)	21:30 (9:30 PM)	STANSTED AIRPORT LONDON Stansted Airport, Coach Station, Essex	LONDON (Victoria Coach Station) LONDON, Victoria Coach Station. SW1W 9TP

IMPORTANT INFORMATION

About your ticket: Please note your ticket is valid for the date and time specified on your ticket. Amendable tickets require changing prior to departure time and will be subject to an administration fee and upgrade to the current price of the new journey. Open return tickets must also be validated in advance of travel. **Please ensure you arrive 10 minutes prior to departure with your ticket available for inspection.** If travelling with an e-ticket, this must be printed in advance. A small charge will apply for printing tickets at National Express manned locations. Remember to allow extra time (at least 180 minutes) when travelling to an airport.

Luggage allowance: You can take two medium sized suitcases, at no more than 20kg each, per person free of charge. Extra luggage, including outsized items, will only be carried if there is space available and the additional item/s are paid for. Up to 3 extra items, per person, can be taken, subject to payment and space.

Refunds: Refunds can be made on refundable tickets cancelled 72 hours prior to departure, subject to a £5 per person cancellation fee.

Other information: Your seat is only guaranteed to and from the points specified on your ticket.

Customers aged 14 years and over are legally required to wear seatbelts at all times on coaches where fitted. Ask a member of staff for further details. Most National Express and Eurolines coaches are white with red and blue writing. However, we do use other coaches to meet demand at busy times. Please look out for National Express or Eurolines window stickers and, if in doubt, ask a member of staff.

Coachcard(s): If you have booked using a coachcard(s), please show them to the driver as you board every coach.

Help: In emergency situations only, please call +44 (0) 845 543 6681. Calls from uk landlines costs no more than 4.5 pence per minute. Calls from mobiles may vary please see telephone operators for more information. [if you need more help, please see our FAQ](#)

Call Customer Services +44 (0)8717 81 81 78 (Calls cost 10p per minute plus network extras) if you can not find any answer in the help section.

Terms & Conditions

Issued subject to National Express Conditions of Carriage which are available to view online [here](#).

In order to claim a refund, you must cancel your ticket at least 72 hours in advance of your Journey.

A cancellation charge of £5 per person will be applicable.

Booking fees and insurance are not refundable.

We cannot offer refunds on part-used tickets.

To cancel your ticket and obtain your cancellation reference please call us on 08717 81 81 78, lines are open 24/7.

Journey amendments can be made to tickets prior to travel by calling 08717 81 81 78.

An amendment fee will apply, so please have your credit/debit card details to hand.

Please note that an excess fare will also be charged where a higher fare category applies.

Eurolines tickets

Eurolines Tickets can be amended, subject to an amendment fee, and refunded

Amendments must be made prior to the journey (whether outbound or return) by calling 08717 818178, (0044 8717 818177 from overseas).

An amendment fee will apply so please have your credit/debit card details to hand.

Please note that an excess fare will also be charged where a higher fare category applies.

Lines are open 24 hours a day, 7 days a week

Refunds - You must cancel your Eurolines ticket at least 48 hours in advance of your Journey.

Tickets must be sent to Refunds Department, Eurolines (UK) Ltd, AW House, 6-8 Stuart Street, Luton, Bedfordshire LU1 2SJ