

## 1. About us

This website [airportbusexpress.co.uk](http://airportbusexpress.co.uk) is owned and operated by:

Airport Bus Express Ltd.

Yard 4

Stansted Distribution Centre

Start Hill

Bishop's Stortford,

CM22 7DG

VAT Number 220 4443 55. Registered in the UK 09272728

Email: [info@airportbusexpress.co.uk](mailto:info@airportbusexpress.co.uk).

If you need to contact us please use the details above or use the form on our contact page.

## 2. Making a Purchase with us

2.1 Once you purchase the ticket, it is not refundable.

2.2 Once we have reviewed your order we will email you the e-ticket which must be printed out and brought with you on your journey.

2.3 You must travel with your ticket:

You must take your ticket with you whenever you travel in our coach and should produce your ticket to the driver. If you do not take your ticket with you when traveling, or do not produce your ticket when asked, then you are deemed to have travelled without a ticket. If you do not have a ticket when you board, and subject to seats that are available, a ticket must be purchased from the driver. If you purchased an electronic ticket you must ensure that it can be displayed at all times the driver, or any authorised Airport Express Bus employee, on your smart phone.

2.4 Images of products on this website are for illustrative purposes only.

2.5 Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.

2.6 This contract is covered by English law.

2.7 By placing an order with us, you agree to and accept these terms, as well as our privacy policy and the terms of website use.

## 3. How to place order

3.1 You can use our website to place an order by selecting the product you wish to buy and adding it to your basket. Items you do not require can be removed from your basket at any time.

3.2 Carriage charges will be shown prior to you placing your order.

3.3 You will be required to pay for the goods in full at the time of ordering.

3.4 We use secure payment facilities for online purchases. You can pay for your order by Visa, Mastercard or Delta/Connect.

3.5 Promotional prices only apply during the period stated.

3.6 All prices quoted on our website are in UK pounds and include Value Added Tax at the current rate.

3.7 Once your order has been confirmed, changes may not be possible or may incur additional charges.

3.8 Once your order is complete we will email you your e-ticket.

3.9 We use Sage Pay to collect and process transaction information, further details of Sage Pay's security policy can be found here: [www.sagepay.co.uk/policies/security-policy](http://www.sagepay.co.uk/policies/security-policy)

## 4. Your e-ticket details

4.1 Tickets are not refundable,

4.2 Your e-ticket is non-refundable.

4.3 Your online ticket is only valid for the date presented on the tickets.

4.4 Your ticket is only valid for use once, although anybody you authorise may use your ticket.

4.5 If we change the price the ticket is valid for 90 days following the price change.

## 5. Cancellation and returns

5.1 Your ticket is non-refundable and cannot be returned.