



## **SWANS TRAVEL LIMITED**

Use of Swans Travel coaches and the purchase of Swans Travel coach tickets is subject to unconditional acceptance of the terms and conditions below. You must have read and accepted these terms and conditions of travel before purchasing a coach ticket or travelling on a Manchester City Official Supporters coach.

### **Passenger Rules**

1. Swans Travel Bespoke coach transport is available to Manchester City supporters only.
2. Passengers must be in possession of a valid Manchester city match ticket for the date of travel, to access the coaches.
3. Where a supporter is refused entry to a coach or requested to leave the vehicle due to behaviour, it is the responsibility of the supporter to make alternative transport arrangements.
4. Supporters who cause damage to any vehicle will be charged for the full repair cost and their right to use transport organised by Swans Travel may be withdrawn.

### **The Service**

1. Swans travel accepts no responsibility for unavoidable delays and route changes due to forces outside its control, for example: road traffic accidents and traffic congestion.
2. Swans Travel reserves the right to vary routes and/or pick up points/times for organisational or safety reasons.

### **Liability**

The Company shall not be liable for loss to the hirer or any of the passengers in the coach resulting from:

1. Stoppages of work howsoever caused, preventing performance of the contract hire.
2. Loss of, or damage to, luggage or any property which belongs to any passenger that is left in a vehicle unless such loss or damage is caused by any act or default of the Company. All articles of lost property recovered from a vehicle will be held at the depot at which the vehicle is based. They will be held for no longer than 30 days.
3. Breakdowns of the Company's vehicles.
4. Breakdowns of vehicles or ferries belonging to third parties.

- 5.The conditions of any vehicles, ferries or premises belonging to third parties.
- 6.The Company hereby limits its liability resulting from vehicle hire to the total cost of the hire.
- 7.Any delay caused by an Act of God or any other circumstance not under the Company's control.
- 8.Breakdown of onboard facilities (when provided) e.g., toilets, drink machines, videos, radio/cassette and public address systems.

### **Passes and Tickets**

1. A coach pass or ticket, purchased through ShuttleID is required to travel on Swans Travel coaches. Cash payment will not be accepted on coaches. Upon successful completion of a purchase, customers will receive a QR code by email which will be scanned each time they board the coach. Customers are encouraged to carry a paper copy of their ticket as well as having it on their mobile device.
2. To use a pass or ticket purchased through ShuttleID, the passenger must be in possession of a mobile device or have a printed version of the ticket to scan when they board the coach.
3. Failure to present a valid coach ticket, could result in the supporter being denied access to the coach.
4. Supporters must take full responsibility for the safe keeping of their coach ticket. Screenshots are allowed.
5. Coach passes purchased via ShuttleID are unique to individuals and are for the sole use of the supporter making the original purchase.
6. Any supporter found to be using a fraudulent ticket will lose their right to travel on the coach.

### **Accessibility**

Should the supporter request any support with accessibility, they must email [mancitysupporter@swanstravel.com](mailto:mancitysupporter@swanstravel.com) to confirm if they will require a platform lift and/or to book a fixed wheelchair place. Each Vehicle will have a maximum number of 3 fixed wheelchair spaces which will need to be confirmed at the time of purchasing a ticket, due to limited availability.

### **Cancellation By the Company**

In the event of any emergency or force majeure or of any action by the Hirer to vary agreed conditions unilaterally, the Company may, by returning all money paid and without further or other liability, cancel the Contract.

**Data**

By purchasing a ticket for the bespoke coach travel, you agree that your personal data including email address will be shared with Manchester City for any feedback.

**General rules**

Swans Travel provides coach transport for the benefit of the supporters and is committed to providing a quality service for all users of coaches. In order to ensure the safety of all passengers and smooth running of coaches, all users of Swans Travel coaches must abide by the terms and conditions of travel:

**TERMS AND CONDITIONS OF TRAVEL ON SWANS TRAVEL TRANSPORT**

1. Smoking or the use of naked flames is not permitted (including the use of e-cigarettes)
2. Reasonable standards of behaviour, particularly towards others, are always expected. Bullying will not be tolerated, and any passenger suspected of such behaviour will be immediately removed from the use of the transport until a full investigation has been completed.
3. The carrying or consumption/use of alcohol/controlled substances is not permitted.
4. Knives and other sharp objects are not to be carried on any coach under any circumstances.
5. The carrying of any firearm or ammunition is not permitted.
6. Wilful damage to vehicles or their contents or interference with anything provided in the interest of Health and Safety, is not permitted.
7. Remain seated and where seatbelts are provided, they must be worn at all times.
8. Arrive at the bus stop at least 5 minutes before the departure time.
9. Respect the vehicle and leave it clean and tidy. Take your litter with you.
10. Do not distract the driver while the vehicle is in motion.
11. Only listen to music through personal earphones/headphones (not through speakers) so as not to disturb fellow passengers or the driver

**Animals**

No animal may be carried without prior agreement, in writing, of the Company.

**Complaints**

Any complaint in respect of the Company's services should be made in writing to the Company's registered office as soon as possible and in any event within 28 days at the end of the hire.

**Notices**

No bill, poster or notice is to be displayed on any vehicle without the consent of the company.

**Insurance**

Hirer and individual passengers are advised to insure themselves for those events not covered under the Company's Policy, for example, delay and loss of luggage. The Company can arrange additional insurance cover on request.

**English Law**

English Law governs this Contract.