

Customer Charter

Putting customers at the heart of our business



Customer Charter

Dear Customer

At National Express, we want you to enjoy your journey with us and to know that you will receive the same high standards wherever and whenever you travel. We know that if you are going to choose National Express we have to combine exceptional service standards with great value and the highest levels of safety.

We are totally committed to improving customer service and our overall standards of care. This Charter has been designed to let you know what you should expect from us each and every time you travel. It also aims to demonstrate our commitment to providing a service which is constantly improving.

I hope you find it useful, and also hope you will continue to use our services for years to come. We value your custom.



Tom Stables
Managing Director



Our promise to you

We are committed to providing a safe, reliable and comfortable journey

- 1 Your safety is our first priority
- 2 We will offer a service you can rely on
- 3 We will continue to invest in our coach stations and develop our facilities

We are committed to making travel easy

- 4 We will make planning your journey easy
- 5 We will offer you a range of ways to buy your tickets
- 6 Our fares will always be competitive and we will aim to save you more money if you book in advance

Nobody will try harder for our customers than we do

- 7 We will do our best to meet your needs if you have a disability
- 8 Our team will be friendly, helpful and committed to helping you
- 9 We will make your journey as comfortable as possible

We will listen and make things right

- 10 We will help you, particularly when things go wrong
- 11 We will listen to your feedback and act upon it
- 12 We will make it easy for you to speak with us



**We are
committed
to providing a
safe, reliable and
comfortable
journey**

1 Your safety is our first priority

Safety is our number one priority – and it will continue to be so.

One of the reasons why customers choose to travel with us is because travelling by coach is so safe. We make sure, therefore, that our safety standards are never compromised.

For example, all National Express scheduled vehicles are now fitted with breathalyser devices which prevent the coach starting until the coach driver has passed a breath test.



All of our seats are fitted with seat belts which you should wear throughout the journey. The coach driver will remind customers to do so, before the journey starts.

We have a 24-hour Support Centre so you can contact us whenever you need to (on **0845 543 6681**), and at some of our busiest coach stations we employ security officers to provide you with help and reassurance.

2

We will offer a service you can rely on

We try to provide a punctual and reliable service at all times. New vehicle tracking technology allows us to monitor the progress and location of our coaches, which makes it easier for us to provide accurate customer information. You can now track your coach in real-time by visiting nationalexpress.com/coachtracker and following the instructions. Our aim is for all services to arrive on time – we will always monitor our performance closely and make improvements where punctuality is not meeting our customers' needs.

To ensure you catch the coach, you should make sure you get to your departure point at least 10 minutes before your coach is scheduled to leave.

If you are travelling to an airport you should allow plenty of time (minimum three hours) between the scheduled coach arrival and flight departure times. It can take considerable time to go through airport security and baggage procedures.

We will always operate our advertised services unless exceptional circumstances – such as severe weather – make it unsafe for us to do so. You can track your service in real-time using nationalexpress.com/coachtracker, or visit us at nationalexpress.com/service-update for the latest service information.

3

We will continue to invest in our coach stations and develop our facilities

We are always looking at our facilities to make sure they offer a high standard of customer service.

This can mean making sure that signs are easy to follow or that information on departures and arrivals is accurate. It can mean providing refreshment facilities and shops; comfortable and clean waiting areas; car parking and good transport connections.

We can't offer all of these facilities at every coach station, but we are always trying to improve. We have included a guide to the opening hours and facilities at our main coach stations within this Charter, which we hope you will find useful.



**We are
committed
to making
travel easy**

4 We will make planning your journey easy

We want you to be able to make the best choice about how and when you travel, so we offer continually updated timetable and general information on our website at **nationalexpress.com**

You can visit any one of our coach stations where a selection of timetables and general leaflets are available, or call us for advice on **08717 81 81 81***. Our UK Contact Centre is open 24 hours a day, seven days a week, so you can get the information and help you need, whenever you need it.

5 We will offer you a range of ways to buy your tickets

Buying a ticket couldn't be easier – and the choice of method is yours.

You can buy online, by phone, at coach station ticket offices, local travel agents, or from self-service ticket machines at some of our major coach stations.

To book via our website or to find details of your local outlet go to **nationalexpress.com** or call us on **08717 81 81 81***. You can also use the web or make a phone call to find out which type of ticket best suits your needs.

It's always best to buy your ticket in advance to make sure you get a seat. You can have your ticket delivered to you by post, text message (m-Ticket), email (printable e-Ticket) or you can collect it from any National Express coach station.

With your ticket, you are always guaranteed a seat.

*Calls cost 10p per minute plus network extras.

6

Our fares will always be competitive and we will aim to save you more money if you book in advance

We will provide great value for money offering a choice of fares to suit your needs. We always advise you to book early to guarantee a seat and ensure you get the best possible fare.

Sometimes you might need to change your ticket after you have bought it. Most of the tickets we sell are amendable or refundable.

We will do our best to make sure the terms and conditions are clearly highlighted when you are buying, and wherever possible are also displayed on your ticket to avoid confusion later on.

You can make changes to your ticket before travel at any local agent or coach station ticket office, or by calling our Contact Centre. You will normally be charged an administration fee in addition to any upgrade fare.

If you decide not to travel, you can cancel your ticket by phone or in person at one of our many agents or ticket offices. Most tickets are refundable, as long as you cancel them at least 72 hours before your journey. Refunds can be obtained from wherever you bought the ticket; through our Contact Centre by calling **08717 81 81 81***; or by returning your tickets to our Fulfilment team at:

Customer Relations
National Express
PO Box 9854
Birmingham, B16 8XN

An administration charge will be deducted from any refund due.



*Calls cost 10p per minute plus network extras.

Information



**Nobody will
try harder for
our customers
than we do**

7

We will do our best to meet your needs if you have a disability

Everyone is welcome to travel with us. If you have a disability or specific travel needs, we can help.

Most of our fleet is fitted with wheelchair lifts.

We also have a Disabled Travel Code of Practice which sets out the service you can expect from us. This is available at nationalexpress.com/disabledtraveller or on request from our Assisted Travel team.

The team is available between 8am and 8pm seven days a week, to discuss your journey and to book assistance along the way. They can be contacted directly on **08717 81 81 79***, by email at **DPTH@nationalexpress.com** or alternatively via our coach station ticket offices or local agents.

To make sure we can fully prepare your journey, we recommend that customers wishing to travel in their wheelchair should contact us at least 36 hours in advance of their journey. This will help us to ensure that the vehicles and stops on your journey(s) are fully accessible and that your type of wheelchair is compatible with our coaches.

For all other assistance we should be contacted at least 24 hours prior to your journey. Our team will always do their best to help.

8

Our team will be friendly, helpful and committed to helping you

We have customer service teams at all major coach stations. You can easily recognise team members by their uniform and name badges. They will always be approachable, knowledgeable and friendly.

If you have a problem at one of our coach stations or simply need some information, please let a team member know and they will do their best to help.

*Calls cost 10p per minute plus network extras.

9 We will make your journey as comfortable as possible

Our drivers are responsible for your comfort and safety throughout your journey. We expect them to be professional and friendly at all times.

They will load and unload all 'hold' luggage. You can take up to two pieces of luggage, each weighing a maximum of 20kgs. In addition, you can take one small piece of hand luggage onto the coach. Additional luggage will incur extra charges and will only be carried if there is space. For safety and security reasons, you should not load or unload your hold luggage unless the coach driver asks you to.

Once onboard the coach, you can sit wherever you want – unless the seat is reserved for disabled or less mobile customers.

Most of our vehicles carry booster seats for children aged 4 -11 (available free of charge). For younger children, we recommend you bring a child car seat which you will be responsible for fitting yourself to the coach seat. If you are bringing a car seat, please make sure your child is included on your ticket. Children under 14 must be accompanied on the coach journey by an adult. If unaccompanied, they may be asked for proof of age and charged the full adult fare.

The coach driver will make onboard announcements to provide safety information, keep you informed about your progress and let you know about any specific details of your journey, including any refreshment stops. We do all we can to keep our coaches clean and comfortable, and regularly review our maintenance arrangements.

Most of our vehicles have air conditioning, toilet facilities and CCTV cameras for your safety, comfort and security.

National Express staffed locations

Name of station and address	Hours of operation (National Express team available)	
	Mon-Sat	Sun
Birmingham - Coach Station, Mill Lane, B5 6DD	24 hours	24 hours
Bournemouth - Coach & Rail Station, Holdenhurst Road, BH8 8DN	0800-1730	0800-1730
Bradford - Metro Interchange, BD1 1TU	0800-1730**	1000-1600
Bristol - Bus & Coach Station, Marlborough Street, BS1 3NU	0800-1800	0800-1800
Cambridge - Parkside, CB1 1PN	Refer to local opening times	Refer to local opening times
Cardiff - Bus Station, Wood Street, CF10 1EP	0745-1745	0800-1815
Coventry - Pool Meadow Bus Station, Fairfax Street, Coventry, CV1 5RX	0845-1615	0825-1710
Dover - Eurolines Travel Centre, Eastern Docks, Dover, Kent, CT16 1JA	†0900-1730 & 2000-midnight	††0900-1730 & 1830-midnight
Gatwick Airport - North Terminal, Arrivals Concourse, RH6 0PJ	0600-2200	0600-2200
Gatwick Airport - South Terminal, Arrivals Concourse, RH6 0NP	0600-2200	0600-2200
Gatwick Airport - South Terminal Coach Station Ticket Desk, Lower Level Forecourt, RH6 0NN	0600-2200	0600-2200
Heathrow Airport - Central Bus Station (Terminals 1 & 3), TW6 1DJ	24 hours	24 hours
Heathrow Airport - Terminal 4, Arrivals Forecourt, TW6 3XA	0600-2210	0600-2210
Heathrow Airport - Terminal 5, Arrivals Concourse, TW6 2GA	0600-2210	0600-2210
Leeds - Coach Station, Dyer Street, LS2 7LA	0630-1930	0700-1930
Leicester - St Margarets Bus Station, LE1 3AG	0745-1730	0845-1730
Liverpool - Coach Station, Norton Street, L3 8LR	0615-1830	0845-1830
London - Victoria, Colonnades Walk, Buckingham Palace Road, SW1W 9SH	0900-1730	0900-1630
London - Golders Green, Bus Station, Golders Green Road NW11 8DY	0800-2000 ••	0800-1800
London - Liverpool Street	0300-1830	0300-1830
London - Stratford	0300-1830	0300-1830
London - Victoria, Victoria Coach Station, Buckingham Palace Road, SW1W 9TP	24 hours	24 hours
Luton Airport - Arrivals Terminal, LU2 9LU	24 hours	24 hours
Manchester - Central Coach Station, Chorlton Street, M1 3JF	0700-1915	0700-1930
Milton Keynes - Milton Keynes Coachway, Junction 14, M1, MK10 9RU	0830-1800**	0930-1725
Newcastle - Coach Station, St James Boulevard, NE1 4EE	0830-1700	1000-1500
Norwich - Norwich Bus Station, Surrey Street, NR1 3NX	0900-1700**	Closed
Nottingham - Broadmarsh Bus Station, NG1 7LS	0900-1700****	Closed
Oxford - Gloucester Green Bus Station, George Street, OX1 2BU	0900-1700	0900-1700
Portsmouth - The Hard Interchange, PO1 3PA		
Sheffield - Interchange, Pond Street, S1 2BD	0830-1715	1000-1715
Southampton - Coach Station, Harbour Parade, SO15 1BA	0800-1730	0800-1730
Stansted Airport - Coach Station, CM24 1RW	24 hours	24 hours
Wolverhampton - Pipers Row Bus Station, WV1 1LD	0900-1700•	Closed

A small fee will be charged. * Car parking will be chargeable. ** Times may vary. *** Closes 30 minutes
 • Closes one hour earlier on Saturdays. • Closes two hours earlier on Saturdays.

Self service ticket machines	Toilets	Shops and or amenities	Short stay car parking available	Cash point
Y	# Y	Starbucks/WH Smith/Upper Crust	Y	Y
Y	Y	Café	Y	N
N	Y	WH Smith	Y*	Y
N	Y	Point newsagents/Pumpkins Café/Vending machines	Y*	N
N	N	None	N	N
N	Y	Greggs/Coffee1/Burger King	N	N
Y	Y	Various local amenities	Y	N
N	Y	Café on site 0700-1500	Y (15 mins)	Y
Y	Y	WH Smith/Costa/Boots/M&S	Y*	Y
N	Y	WH Smith/Boots/Costa/M&S	Y*	Y
Y	Y	None	Y*	N
Y	Y	Caffe Nero/WH Smith	Y*	Y
Y	Y	WH Smith/Costa	Y*	Y
Y	Y	Krispy Kreme/M&S/Costa/WH Smith	Y*	Y
Y	# Y	Pumpkin/WH Smith	Y*	Y
N	Y	Newsagents/Café	N	Y
Y	# Y	Pumpkin Café	Y	Y
N	N	Various local amenities	N	N
N	Y	Various local amenities	N	N
N	# Y	Various local amenities	N	Y
N	# Y	Westfield Shopping Centre	Y*	Y
Y	Y	Burger King/Café/Newsagents/Upper Crust	N	Y
Y	Y	M&S/Burger King/Costa/WH Smith	Y*	Y
Y	# Y	WH Smith/Upper Crust	Y*	Y
Y	Y	Café Express/ABC Express (Newsagent)	Y	Y
N	# Y	Vending machines	N	Y
N	Y	Café	N	N
Y	# Y	Various local amenities	# Y	Y
N	N	Café Nero/Taylor's Café/ Combibos Café/Arden News	N	N
Y	N	Café	Y*	N
Y	Y	Café/WH Smith	Y*	Y
Y	# Y	Ozzy's coffee cart	Y	Y
Y	Y	WH Smith/Café Alba	Y*	Y
N	# Y	WH Smith/Sainsbury's	N	N



**We will listen
and make
things right**



10 We will help you, particularly when things go wrong

Occasionally things go wrong – no matter how hard we try. When they do, we will do our utmost to put things right there and then. We will make it as easy as we can for you to let us know, and will seek to solve any problems as quickly and fairly as possible. Our customer-facing teams have the authority to make decisions and resolve your issues as soon as you contact them.

Delays or non-arrival of coach

We cannot guarantee our services will always run on time, but we will ensure you get to your final destination, as specified on your National Express ticket. We will endeavour to keep you informed via **nationalexpress.com/service-update**, and our 24-hour Service Support team can always be contacted on **0845 543 6681**.

If a coach is unable to serve a booked stop, we will do our best to make alternative arrangements; and in the event of a major service disruption that might result in significant delays to your journey, we will keep you informed and provide refreshments, where we can.

Lost property

Please make sure your hold luggage is identifiable, to avoid mix-ups, and that it carries a contact number for you. If you do leave things on the coach, we will do our best to re-unite you with your property, but you must get in touch with us as soon as you discover your loss and give us your journey details.

Our £1 travel insurance, available when you buy your ticket online or through our Contact Centre, offers cover for personal property, personal accident and public liability. Policy details are available at **nationalexpress.com/insurance**

Making it right

If you are not happy with any aspect of your journey, you should tell the Coach Driver or a member of our Coach Station team as soon as possible and we will do our best to fix the problem. Where we are clearly at fault we will seek to make it right, and if you have been sold an incorrect ticket, we will refund twice the difference in ticket price. You will just need to contact our Customer Service team as detailed in section 12 with your ticket information.

11 We will listen to your feedback and act upon it

We welcome all feedback – good and bad. Once we know what you think, we will act to make improvements.

Negative comments go directly to our Customer Standards team, whose job is to improve your experience at every point in the journey. They make sure we focus on improving the things you say matter most.

Positive feedback also gets passed on and individuals are recognised for excellent service. We always aim to exceed your expectations, so when we do, we are always happy to hear about it!

You can tell us what you think in a number of ways – you can text us your comments (on **07786 200 496***) or by sending in a freepost leaflet available from any of our staffed coach stations.



*Messages are charged at your standard network rate. Roaming charges may apply.

12

We will make it easy for you to speak with us

We want to make it easy for you to contact us. This can best be done face-to-face at one of our coach stations or by calling one of our Customer Service Advisors in our Contact Centre.



We also respond to comments received via Facebook and Twitter (@nationalexpress or @nxcare). We will aim to resolve your query or concern immediately. If we need to investigate further, we will respond within two weeks. We promise to genuinely and honestly investigate all complaints received and aim to improve our service as a result.

Our Customer Service team can be contacted at:

Customer Relations

National Express

PO Box 9854

Birmingham

B16 8XN

Telephone: **08717 81 81 81***

Fax: **0121 454 8052**

Web: **nationalexpress.com/contactus**

*Calls cost 10p per minute plus network extras.



Bus Users UK

We will do our utmost to resolve any issues to your satisfaction and constantly evaluate the handling of complaints to ensure we are meeting high standards. However, if you do not feel that we have dealt with the matter to your satisfaction, you can contact Bus Users UK, at the following address, and they will independently review your case.

Bus Users UK
PO Box 119
Shepperton
TW17 8UX

Email: enquiries@bususers.org
Web: www.bususers.org

We are pleased to comply with all the relevant provisions of Passenger Rights 2013. To find out about your rights as a passenger you can visit www.ec.europa.eu/transport/passenger-rights/en

This Charter sets out our commitment to you and to raising our standards. It does not create any new legal relationship as a result of what we say we will do, nor does it adversely affect your legal rights. These are set out in our National Express General Conditions of Carriage available online at nationalexpress.com/conditions

Please note: booking fees may vary depending on booking method. All tickets are issued and all customers carried subject to National Express' General Conditions of Carriage, available online at nationalexpress.com/conditions

Information correct at time of going to print (June 2013) but could be subject to change.

About National Express UK Coach

National Express UK Coach is the UK's largest national coach network, offering great value and accessible travel to all.

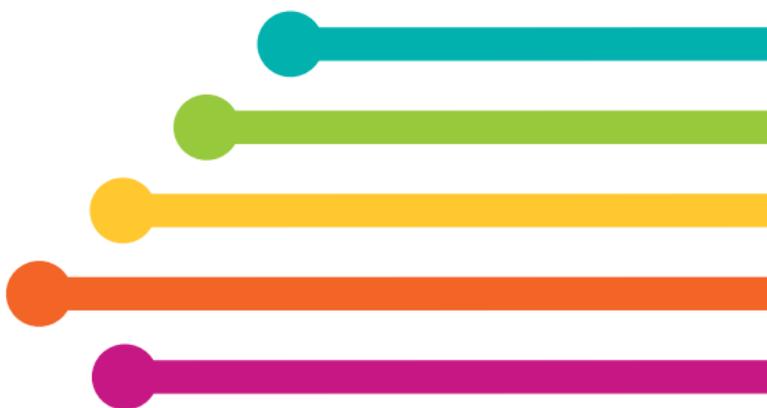
We operate high frequency services linking nearly 1,000 destinations across the country, including major cities and airports – nearly 21 million customer journeys are made with us every year.

We also run special services to events and festivals around the UK and we are the Official Coach Supplier to Wembley Stadium. Around 3,500 people work for the UK Coach business and we operate in excess of 500 coaches.

Coach travel is the most environmentally friendly form of mass transit. Our coaches emit up to five times less CO₂ per passenger, per kilometre than an average car. We will continue to assess the environmental impact of our operations. To reflect our commitment to look after our environment, all National Express owned stations will also have a target to reduce energy consumption by 10% against prior year.

In addition, to support our communities we will actively work with local charities. Each of our key stations will be given the opportunity to develop relationships and promote their charity of choice.





national **express**



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