Welcome onboard
Getting you there and back safely

What’s inside:
✓ Ways to book and save
✓ Be safe onboard
✓ Where we go
✓ How to get in touch with us

Seatbelts
You are required to wear a seatbelt by law. Keep it fastened at all times when seated.
Welcome onboard

Hello...

Thanks for choosing to travel with us. We've created this leaflet to keep you up-to-date on our safety information and improvements. Whether you're travelling with us on an overnight journey or making your daily commute, sit back, relax and familiarise yourself with the safety features and facilities onboard.

Why choose National Express?

When you travel with us we want to ensure you're safe, comfortable and arrive at your destination on time. This is why we've made some significant improvements to our services and added new and exciting tools to make sure travelling with us is an easy and relaxing experience.

You go there, we go there

We go to hundreds of towns, cities and airports across the UK. We have over 550 coaches covering 70 million miles a year, so if there's somewhere you want to go, then chances are we go there too.

Safe, modern coaches

A total of 125 million has been invested in over 100 coaches in the last year. Most of our coaches now have leather seats and headrests, ample legroom and a toilet onboard. For your safety, all our coaches are fitted with the latest safety features as standard. Please turn to pages 4 - 5 for more safety information.

Coach Tracker

Why not use Coach Tracker while travelling with us, or tell your friends and relatives to use it to track where your coach is in real-time, anywhere, anywhere. Simply visit nationalexpress.com/coachtracker and follow the online instructions, or scan the QR code at the back of this booklet.

Assisted travel

The majority of our coaches have an easy access passenger lift at the front of the coach, providing step free access to wheelchair users and anyone with reduced mobility. We can also offer practical assistance along the way to make your journey easier and more enjoyable. Call 08717 81 81 79 for more information.

Greener journey

Travelling by coach is one of the most environmentally friendly forms of transport. Our coaches emit up to five times less CO2 per passenger, per kilometre than an average car.

Mobile

If you're looking to book a ticket on the go you can use our mobile site, which your smartphone or tablet will automatically direct you to when you visit our website.

Satellite tracking

We track the majority of our coaches using a satellite tracking system. We know exactly where our coaches are at any given time, and can reroute them should there be any avoidable congestion. We're committed to getting you to your destination safely and on time.

Save

We know how important saving money is, so we've created a range of Coachcards that allow you to save on standard fares each time you travel.

Our Young Persons, Senior, Disabled and Family Coachcards all offer savings on our standard fares. Please always carry proof of ID with your Coachcard when travelling.

Travel

If your travel plans change, then don't panic, simply call our Customer Contact Centre on 08717 81 81 81 and we'll be happy to help in any way we can.

We offer a generous luggage allowance of two medium sized suitcases or rucksacks (no more than 20kg per item) and one small piece of hand luggage free of charge. Please make sure you label your luggage.

Please arrive at least 10 minutes before your departure to ensure you have plenty of time to board the coach.

For more information, refer to our 'Contact us' section of the website where you'll also find our full General Conditions of Carriage.

Book

Buying a ticket with us has never been easier:

You can book online at nationalexpress.com or via our mobile site. Get your ticket sent direct to your email or mobile.

Book over the phone via our Customer Contact Centre on 08717 81 81 81.

You can book tickets at our coach stations or at one of 3,500 ticket outlets across the UK.

Top tips

How to book the cheapest ticket:

• Remember to always book in advance
• Use our online Low Fare Finder to find our best value tickets. These tickets are only available to book online in advance, and they're limited, so when they're gone, they're gone

* Booking and delivery fees may apply. Calls cost 10p per minute plus network extras.
Important information for your safety and comfort

Please take a few minutes to read the following important information, then sit back, relax and enjoy your journey.

Seatbelts

- Adult/child: You are required to wear a seatbelt by law. Keep it fastened at all times when seated.
- Child booster seat: Booster seats are available from the driver. Please use one if your child is under 150cm tall.
- Children under 3: Whenever possible, use a suitable child seat. Where not possible, fasten your own seatbelt and hold your child securely on your lap.

Luggage

- For your own safety, please note that the driver loads and unloads your luggage.
- Please ensure that each item of your luggage does not exceed 20kg.
- Place heavy items under your seat, e.g. laptops.
- Keep aisles clear.

Overview of your coach

Layout is typical of most National Express coaches. Coach layout may differ slightly depending on vehicle age and model.

For your safety

- Coach lowers for easy access.
- Make use of the handrails when boarding or exiting the coach.
- Do not approach the driver while they are driving unless it is an emergency.
- Use the seat backs when moving around the coach.
- Fasten seatbelts on return from onboard facilities.
- CCTV images and audio may be recorded and monitored for the purposes of public safety, crime prevention, detection and prosecution of offenders.

Comfort

- Please think of other passengers when you travel.

Emergency exit procedure

- Familiarise yourself with the emergency exit points throughout the vehicle.
- In the event of an emergency:
  - Follow the instructions given by the driver.
  - Leave the coach via the most appropriate exit.
  - Stay in a safe place as indicated by the driver.
  - Do not attempt to retrieve your luggage.
  - Do not attempt to return to the vehicle unless instructed that it is safe to do so.

NO SMOKING
NO HOT FOOD
NO PETS (except trained assistance dogs)
NO ALCOHOL
Keep volume low
No littering

See something, tell us

You can report any incidents of antisocial behaviour towards our driver, other customers or yourself, or personal safety concerns by texting the keyword "AGB". Your coach code (see sticker at front of coach) and a brief description to 07786 230 496.

Your mobile number will not be passed to any third parties. Messages are charged at your standard network rate. Roaming charges may apply.
Where we go

Here’s a snapshot of some of the destinations we travel to. We actually go to hundreds of towns, cities and airports across the UK but we couldn’t fit them all on one page, so take a look at our website for more great travel inspiration.

Right to the airport door
Take the stress, hassle and expensive parking costs out of travelling to the airport, and get dropped right at the airport door. We run coach services throughout the day and night to Heathrow, Gatwick, Stansted, London Luton and other regional airports.

Events and festivals
Throughout the year we can take you to a wide range of major sporting events, music concerts and festivals. With no parking hassles, a guaranteed seat and plenty of luggage space, getting to an event has never been easier. Take a look at this year’s calendar of events and festivals at nationalexpress.com/events.

Travel to Europe
Eurolines travel from the UK to over 600 European destinations at great value prices. So why not take in the sights of Paris, Amsterdam or Brussels or head off the beaten track and explore the cities of Kosice in Slovakia or Oviedo in Northern Spain? With a generous luggage allowance, air conditioning, reclining seats, comfortable legroom and onboard toilets, you can just sit back and relax.
For more information visit eurolines.co.uk

Liverpool

Home of The Beatles, Liverpool is a true live music haven, steeped in a rich musical heritage. If you’re a Beatles fan then make a trip to the Cavern Club, a must.

Aberdeen

Carnforth

Newcastle

Cardiff

The Welsh capital offers sport, culture, shopping and history. Cardiff Castle is definitely worth a visit.

Dublin

Belfast

Edinburgh

Birmingham

Home of the SatB, Birmingham offers a great spot for shopping, music and culture.

Leeds

Get local in one of Leeds’ many art galleries and museums or explore the Victoria Quarter.

Manchester

The modern city offers a fantastic range of shops, galleries and nightlife to escape to.

Nottingham

Head to Robin Hood’s homestead and explore the city centre and surrounding areas.

Cambridge

Enjoy Cambridge’s winding way of life with a trip down the River Cam or a stroll around one of the University buildings.

London

The capital needs little introduction, however, visit the city for culture, art, shopping and theatre.

Great prices to 100s of destinations throughout Europe

www.eurolines.co.uk
Thank you for choosing National Express

Want to get in touch with us regarding your journey today?

Speak to a member of our team
We’d love to hear your thoughts, feedback and questions. Occasionally things do go wrong – no matter how hard we try, so please always bring them to the attention of a member of our coach station team as soon as possible and we’ll do our best to fix the problem there and then.

Complete a customer feedback form
Complete and post it to our freepost address. These are available at our coach stations or from your driver.

Text us
Text your vehicle code (see sticker at front of the coach) and comments to 07786 200 496. Messages are charged at your standard network rate.

Email us
Visit nationalexpress.com/contactus and complete our simple form.

Tweet us
You can tweet our customer service team @nxcare or @nationalexpress

Sign up
Don’t miss out on our offers, sign up now at nationalexpress.com/nxemail

Assisted travel
If you’re travelling in a wheelchair or require assistance, please call our helpline at least 36 hours in advance of travel.
Call: 08717 81 81 79

Customer Charter
We’re committed to improving customer service and standards overall. Our Customer Charter has been designed to inform you about what standard of service you should expect from us each and every time you travel. For a copy of our Customer Charter ask a member of our team or visit our website.

Coach Tracker
Track where your coach is in real-time nationalexpress.com/coachtracker

Like this booklet?
Scan here to download a copy to your phone

Calls cost 10p per minute plus network extras.

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