

Change & Go: Terms & Conditions

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- The cost of the 'Change & Go' add-on is £5 per adult and £2.50 per child, each way, when purchasing at the same time as the journey booking online and through Travel Shops.
- The cost of 'Change & Go' add-on is £6 per adult and £3 per child, each way, when purchasing after a customer's journey has been booked, redeemable through Travel Shops only.
- Switching to another service within the 24 hour flexibility period is subject to availability (note this is split as 12 hours pre-departure or 12 hours post-departure).
- Customers are required, to amend their ticket at a Travel Shop desk where facilities are available, prior to attempting to board the next available departure.
- Where Travel Shops are unavailable or closed, it is at a driver's discretion and subject to availability whether customers will be able to board the next available departure.
- 'Change & Go' purchased through National Express Travel Shops may only be redeemed on single tickets that are 1 day in advance of travel. The product may be redeemed on return tickets, on the day of travel, however only a single fare for the return leg will be charged.
- No discounts apply to the 'Change & Go' add-on fee unless stated.
- Change & Go is only available to be purchased on select routes and services.
- Amendments – one free amendment to both the outbound and inbound journey is permitted (only the time/date can be amended on the selected where no fees or excess fares apply).
- It is not permitted to change from an indirect to a direct service when amending a journey with Change & Go.
- All tickets are issued and all passengers are carried subject to National Express's General Conditions of Carriage, available online and at all National Express outlets.
- Issued by National Express, National Express House, Birmingham Coach Station, Mill Lane, Digbeth, Birmingham B5 6DD.