

For **Drivers**, **Coach Station** teams, **Contact Centre** Advisors and **Agents**.

This booklet sets out the processes and responsibilities for **Agents**, **Drivers**, **Coach Stations** and the **Contact Centre** in line with our terms and conditions; making things clear and consistent for our staff and customers.

Please familiarise yourself with the information and responsibilities applicable not only to you/your area, but to other teams, so you're aware of the bigger picture and how you contribute to the overall agreed process and approach.

The processes will only work if we support one another in the decisions made and follow the guidance within this document.

Information has been colour-coded to make it easier to spot area specific details.

For more information please email Graham Price, Retail Distribution Manager at Graham.price2@nationalexpress.com

Contents

- Our tickets & Coachcards (pages 2 - 13)
- Improving our information (pages 14 – 15)
- Amendments/fees/excess fares (pages 16 - 19)
- When to apply discretion (page 20)
- Decision making – what to do (page 21)
- **Agents** (page 21)
- **Contact Centre** (page 22)
- **Coach Stations** (pages 23 - 24)
- **Drivers** (pages 25 - 27)
- Scenario 1: Customer wishing to travel on an earlier service to that booked (page 28)
- Scenario 2: Customer wishing to travel having missed booked service (page 29)
- Scenario 3: Customer wishing to travel without a valid ticket (page 30)
- Scenario 4: Customer wanting to travel earlier than booked, from an airport (page 31)
- Agreement to Pay form (page 32)
- Ticketing Grid (pages 33 - 34)

Our tickets & Coachcards

Over the next few pages you'll find some examples of our tickets along with guidance notes about what to do with each ticket type.

For a comprehensive list of our ticket types and specific details, please refer to the Driver Training Manual, available from your Manager/Driver Training Officer.

NOTE: All **Drivers** should carry an up-to-date fare table. Your operator will download this for you from NXAgents. Calls should not be made to Network Control Centre (NCC) to check ticket prices/fares.

Remember - when selling tickets:

- One child under 3 can be booked onto a service for free. Any additional children will have to be paid for (as per our T&Cs). Children under the age of 14 must be accompanied by an adult. Those children over 14 years old must provide proof of age (see list below). In all circumstances, regardless of age, a ticket must be booked if the child requires a seat.
- Disabled children should be booked as children rather than 'Disabled'.
- The customer's name and contact details have to be on Eurolines tickets. However, these details are helpful with National Express tickets too, so we can proactively contact the customer in advance of travel should there be any changes to the customer booked travel. All sales staff should be encouraged to take a minimum of telephone number and email address where possible.
- If a customer has insufficient funds to purchase their ticket, they should be refused travel. However, if they are deemed vulnerable/at risk (e.g. young, female, elderly) they should be carried with prior approval from NCC and their details should be obtained. The customer should show proof of ID (e.g. valid photographic passport, valid photographic driving licence, valid photographic armed forces identity card, valid police warrant card, SMART card, Electoral identity card, Citizencard or Pension book). Oyster cards are not accepted as forms of ID or proof of age. The customer will be invoiced for the outstanding amount. Please use the 'Agreement to Payment' form included at the end of this document – **Drivers** may wish to photocopy/print the form and carry copies onboard.

Open-dated returns

To prevent customers re-using open tickets, they should validate their ticket (at no charge) through the manage my booking option online, **Coach Station** ticket office, **Agents** or **Contact Centre** – this should also be made clear to the customer at the time of purchase.

If wishing to validate the ticket within 30 minutes of travel, customers can use the Last Minute Ticketing number on 03717 818101 which is a priority line number into the **Contact Centre**. Drivers can issue the customer with the Last Minute Ticketing card which provides the telephone number for the customer to call if not at a manned **Coach Station** where staff can validate the ticket within our reservation systems.

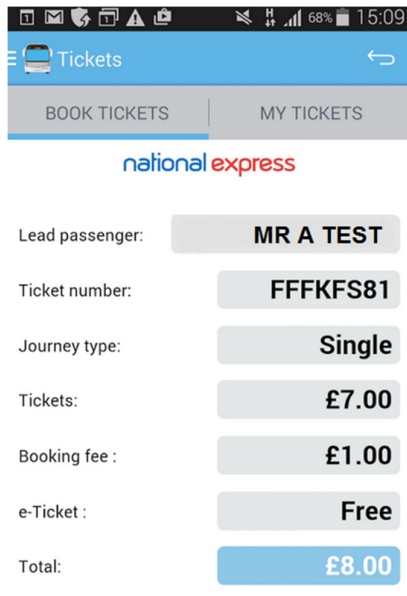
Alternatively, **Drivers** can call NCC to validate the ticket on the customer's behalf, and avoid it being used again. A customer should not be declined travel if they have not validated their open return.

Mobile platform/smartphone ticket

Tickets booked through the channels below **do not** need to be printed and should be accepted for travel.


Be mindful these tickets may not appear on a driver's chart, depending on the time of making the booking and the **Drivers** chart being printed or refreshed. If in any doubt NX Staff or NCC will confirm ticket validity and customer should not be refused travel.

Android Smartphone Mobile App Ticket

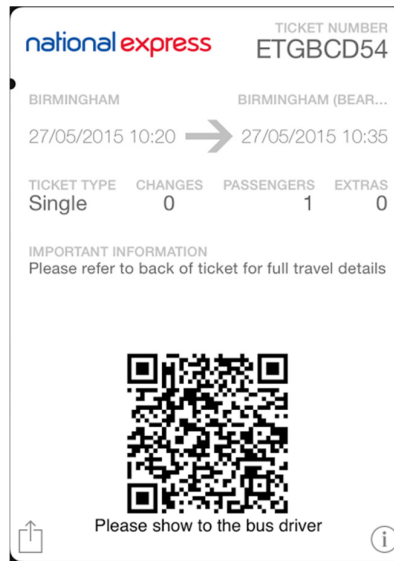


The screenshot shows the National Express mobile app interface. At the top, there's a status bar with icons for notifications, battery, and time (15:09). Below the status bar is a blue header with the 'national express' logo and a 'Tickets' tab. Underneath, there are two buttons: 'BOOK TICKETS' and 'MY TICKETS'. The main content area displays ticket details for a journey from Birmingham to London. The details are as follows:

Lead passenger:	MR A TEST
Ticket number:	FFFKFS81
Journey type:	Single
Tickets:	£7.00
Booking fee:	£1.00
e-Ticket:	Free
Total:	£8.00

 Leaving
Departs:
THU 09 July 2015 at 10:00 LONDON (Victoria)


iPhone Passbook/Wallet Ticket



The screenshot shows a National Express iPhone Passbook/Wallet ticket. The ticket is for a journey from Birmingham to London. The details are as follows:

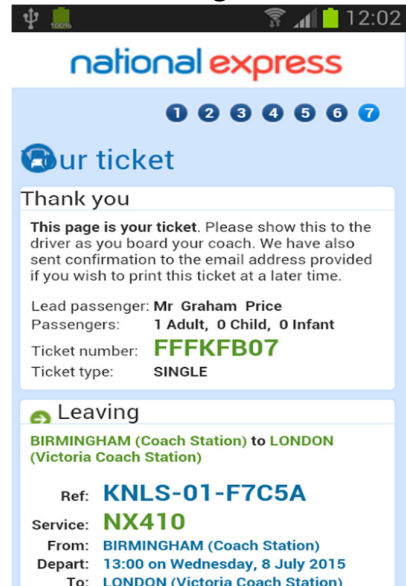
Ticket Number	ETGBCD54
Origin	BIRMINGHAM
Destination	BIRMINGHAM (BEAR...
Departure	27/05/2015 10:20
Arrival	27/05/2015 10:35
Ticket Type	Single
Changes	0
Passengers	1
Extras	0

IMPORTANT INFORMATION
Please refer to back of ticket for full travel details



Please show to the bus driver

Mobile booking website Ticket



The screenshot shows the National Express mobile booking website. The page is titled 'Our ticket' and includes a 'Thank you' message. The ticket details are as follows:

Lead passenger:	Mr Graham Price
Passengers:	1 Adult, 0 Child, 0 Infant
Ticket number:	FFFKFB07
Ticket type:	SINGLE

Leaving
BIRMINGHAM (Coach Station) to LONDON (Victoria Coach Station)

Ref: **KNLS-01-F7C5A**

Service: **NX410**

From: BIRMINGHAM (Coach Station)
Depart: 13:00 on Wednesday, 8 July 2015
To: LONDON (Victoria Coach Station)

E-ticket (email ticket)

E-tickets booked via the website do currently state they require printing, however the ticket can be validated by the QR code on the handheld ticketing device and accepted for travel, if the ticket is valid and the customer has not printed the ticket.

E-tickets produced to the **Driver** on tablets, laptops or mobile phones and including screen shots and photo images of tickets can also be accepted, provided the QR code can be scanned and validated or the ticket number and 4 letter journey code and travel details are clear, and the ticket number appears on the driver's chart, to avoid unnecessary delays to services.

Drivers do not need to refer the customer to **Coach Station** staff unless there is a concern regarding the ticket's validity.

A driver can accept an e-ticket which doesn't appear on the chart, if the journey details, and specifically the 4 letter journey code is correct, as it's possible the ticket has been booked after the driver's chart was refreshed. If this is the case, the ticket should be accepted.

Drivers should check when and where the ticket was booked and see a member of NX staff or call NCC to verify the ticket for travel if there is any doubt.

Drivers can accept a print of a confirmation page if the service is due to depart and there isn't time for the customer to print the ticket. The driver should check the ticket number appears on their chart, make a note that the customer has no printed ticket due to departure time and comment/sign next to it, for revenue inspection purposes.

E-tickets have also been updated to include additional information:

TICKET NUMBER: NUE00403 **national express**

Please print your ticket and show it to the driver when boarding your coach, we hope you enjoy your journey.

Lead passenger:	Mr Manjit Shergill	For ticket validation:
2 Adult		
1 Child		
1 Infant		
2 Senior/Disabled		
Coachcard 14523886		
Coachcard 12345678		
Coachcard 08745632		
Coachcard 06785432		

Ticket type: RETURN
Journey Ref Outbound: ABWG-013871
Journey Ref Return: TUJG-0157602

Payment of £6.00 has been charged to your card *****(C) GB

national express National Express Service: NX 410

Date of travel	Departure	Arrive	From	To
Fri 26 Apr 2013	10:00 (10:00 AM)	12:35 (12:35 PM)	LONDON (Victoria Coach Station)	BIRMINGHAM (Coach Station)

national express National Express Service: NX 410

Date of travel	Departure	Arrive	From	To
Mon 29 Apr 2013	11:30 (11:30 AM)	14:05 (2:05 PM)	BIRMINGHAM (Coach Station)	LONDON (Victoria Coach Station)

IMPORTANT INFORMATION

About your ticket: Please note your ticket is valid for the date and time specified on your ticket. Amendable tickets require changing prior to departure time and will be subject to an administration fee and upgrade to the current price of the new journey. Open return tickets must also be validated in advance of travel. Please ensure you arrive 10 minutes prior to departure with your ticket available for inspection. If travelling with an e-ticket, this must be printed in advance. A small charge will apply for printing tickets at National Express manned locations. Remember to allow extra time (at least 180 minutes) when travelling to an airport.

Logistics information: You can take two medium sized suitcases, all no more than 20kg each, per person free of charge. Extra luggage, including children's, will only be carried if there is space available and this additional fee will be paid. Up to 3 extra items, per person, can be taken, subject to payment and space.

Refunds: For much information about the key features and benefits of your policy, please visit [http://www.nationalexpress.co.uk](#). For a copy of the full policy terms and conditions, visit [http://www.nationalexpress.co.uk](#).

Other information: Your seat is only guaranteed to you from the time specified on your ticket.

Cancellation: Cancellations up to 14 days and over are legally required to wear seatbelts at all times on motorways where it is required. Ask a member of staff for further details.

Most tickets of Express and Traveline coaches are valid with rail and bus tickets. However, you do not have other routes to travel on at any time.

Please look out for the National Express or Traveline logo on the side of the coach. If in doubt, ask a member of staff.

Overseas: If you have booked using a worldwide ticket, please check the time zone and date on the ticket before you board every coach.

Help: In emergency situations only, please call +44 (0)849 849 8001. Callers will be charged costs no more than 4.5 pence per minute. Calls from mobile phones may vary please use helpline operator for more information. [http://www.nationalexpress.co.uk](#) or [http://www.traveline.co.uk](#)

Call Customer Services +44 (0)871 71 01 71 72 if you can not find any answer in the help section.

Terms & Conditions

Subject to National Express Conditions of Carriage which are available to view online [http://www.nationalexpress.co.uk](#).

The ticket is not refundable but the journey date and time can be changed prior to your current departure date and time. Amendments must be made prior to the journey (before collection or return) by calling 0871 71 01 72 (lines are open 24/7). An amendment fee will apply so please check your refundable and details to hand. Please note that an excess fare will also be charged where a higher fare category applies.

IMPORTANT INFORMATION

About your ticket: Please note your ticket is valid for the date and time specified on your ticket. Amendable tickets require changing prior to departure time and will be subject to an administration fee and upgrade to the current price of the new journey. Open return tickets must also be validated in advance of travel. Please ensure you arrive 10 minutes prior to departure with your ticket available for inspection. If travelling with an e-ticket, this must be printed in advance. A small charge will apply for printing tickets at National Express manned locations. Remember to allow extra time (at least 180 minutes) when travelling to an airport.

Hotel Hoppa (on e-tickets)

Customers can book their Hotel Hoppa tickets online when they book their coach tickets to/from Heathrow Airport via our website.

E-tickets will include Hotel Hoppa information as an 'extra'. Hoppa travel is valid +/- 36 hours from the Heathrow Airport arrival time for single and return fares.

Flexible Airport Add-On (on e-tickets)

Customers travelling from or to an airport can purchase a flexible add-on to their journey to give greater flexibility.

Customers can catch any available coach 12 hours +/- their planned time, amend their departure date free of charge and obtain a refund if their plans change.

The add-on is available to book online, when choosing a standard fare on any service starting or ending at an airport.

The ticket will display the add-on in the Extra's box and the terms will be printed on the e-ticket.

TICKET NUMBER: NUES3247 **national express**

Please print your ticket and show it to the driver when boarding your coach, we hope you enjoy your journey.

Lead passenger: **Miss Gemma Fallon** For ticket validation

2 Adult
1 Young Person
1 Child
1 Infant
Coachcard d0000002

Ticket type: RETURN
Journey Ref Outbound: VCAO 01 3E87F
Journey Ref Return: AVKL 04 57640

Extras:

- Domestic Insurance
- Flexible airport journey

Payment of £72.20 has been charged to your card ***** 0106

Leaving: BIRMINGHAM (Coach Station) to LONDON (Victoria Coach Station)

national express National Express Service: NX 420

Date of travel	Departure	Arrive	From	To
Fri 09 May 2014	16:00 (2:00 PM)	17:05 (5:05 PM)	BIRMINGHAM (Coach Station) Coach Stn, Mill Lane, Digbeth	LONDON (Victoria Coach Station) Victoria Coach Stn, Arrivals Hall

Returning: LONDON (Victoria Coach Station) to BIRMINGHAM (Coach Station)

national express National Express Service: NX 420

Date of travel	Departure	Arrive	From	To
Fri 09 May 2014	18:30 (6:30 PM)	21:25 (9:25 PM)	LONDON (Victoria Coach Station) Victoria Coach Stn, Departures Hall	BIRMINGHAM (Coach Station) Coach Stn, Mill Lane, Digbeth

IMPORTANT INFORMATION

About your ticket: Please note your ticket is valid for the date and time specified on your ticket. Amendable tickets require changing prior to departure time and will be subject to an administration fee and upgrade to the current price of the new journey. Open return tickets must also be validated in advance of travel. Please ensure you arrive 10 minutes prior to departure with your ticket available for inspection. If travelling with an e-ticket, this must be printed in advance. An on-charge will apply for printing tickets at National Express marked locations. Remember to allow extra time (at least 180 minutes) when travelling to an airport.

Luggage allowance: You can take two medium sized suitcases, at no more than 20kg each, per person free of charge. Extra luggage, including cabin bags, will only be carried if there is space available and the additional items are paid for. Up to 5 extra items, per person, can be taken, subject to payment and space.

Insurance: For more information about the key features and benefits of your policy, [click here](#). For a copy of the full policy terms and conditions, [click here](#).

Refunds: Refunds can be made on refundable tickets cancelled 72 hours prior to departure, subject to a £5 per person cancellation fee. Other information: Your seat is only guaranteed to and from the points specified on your ticket.

Customers aged 14 years and over are legally required to wear seatbelts at all times on coaches where fitted. Ask a member of staff for further details. Most National Express and Eurolines coaches are white with red and blue writing. However, we do use other coaches to meet demand at busy times. Please look out for National Express or Eurolines window stickers and, if in doubt, ask a member of staff.

Coachcards: If you have booked using a coachcard(s), please show them to the driver as you board every coach.

Help: In emergency situations only, please call +44 (0)845 543 0951. Calls from UK landlines cost no more than 4.5 pence per minute. Calls from mobiles may vary please see telephone operator for more information. [If you need more help, please see our FAQ](#).

ADDITIONAL PRODUCTS ON THIS TICKET

Flexible airport journey

This flexible fare ticket allows you to board any available coach 12 hours before or after your planned departure time. You can also amend your ticket free of charge to a new departure date. So if your flight is delayed or changed, then you can just get on the next available coach. For full Terms and Conditions see www.nationalexpress.com/travel-terms.

Terms & Conditions

Issued subject to National Express Conditions of Carriage which are available to view online [here](#).

This ticket is not refundable but the journey date and time can be changed prior to your current departure date and time. Amendments must be made prior to the journey (whether outbound or return) by calling +44 (0)8717 81 81 78 (Calls cost 10p per minute plus network extra). An amendment fee will apply so please have your credit/debit card details to hand. Please note that an excess fare will also be charged where a higher fare category applies.

FunFare tickets

Boarding/disembarking at a different stop on the same journey

Customers can get on at a different stop to that booked, subject to seat availability, but their seat will only be guaranteed from the point originally booked. Please see Amendments/fees/excess fares from page 16 for more information on this area.

Customers can disembark at a different stop, providing they let the driver know when boarding. If customer has failed to advise the driver and is determined to disembark at an earlier stop, they should be allowed to do so to avoid a conflict situation, when at the current or next scheduled stop.

The same is true of customers travelling on other ticket types (although it is more likely to happen with FunFares due to the limitations of routes available caused by system restrictions and the manual input required of including intermediate stops).

Customer error when booking

If a customer made an error when booking a FunFare and contacts the **Contact Centre** within 60 minutes of booking, an excess fare will be applied equivalent to the difference of the new FunFare price plus £5, which must be checked on the website and clearly detailed using code “E” and a clear description in the over-ride reason.

M-ticket (mobile ticket)

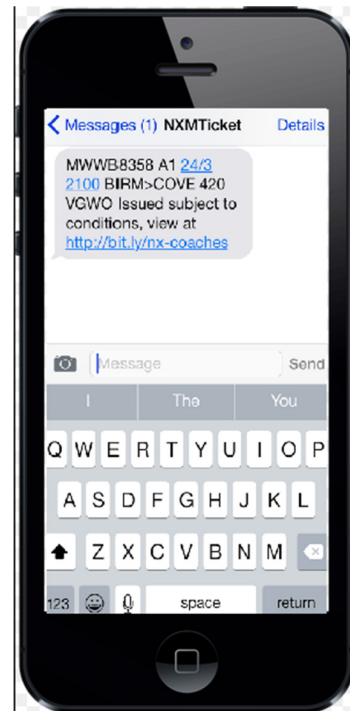
A customer, whose booked m-ticket has not been received in advance of the departure time, should be accepted for travel subject to it being shown on the driver's chart.

They should have a ticket number to quote for this purpose. A call to NCC should be made to confirm the validity of the ticket, if it is not shown on the driver's chart.

If the m-ticket doesn't appear on the driver's chart, but the journey details are correct, **Drivers** should check when and where the ticket was booked as it is possible that the ticket was booked after the driver's chart was issued or refreshed.

If the person who bought the m-ticket is not the person travelling (e.g. a father purchases the ticket for his son/daughter) but shows the driver the m-ticket on their mobile, the driver should enter the ticket number onto the hand held ticket device and board the passenger, so the ticket is marked as travelled or make a note on your chart next to the booked ticket and sign to confirm the ticket has been seen and was valid for travel.

Agents can amend m-tickets if the customer pays the appropriate excess fare and administration fee. Whilst the NX Agents system will not enable a replacement e-ticket to be printed, the agent can print the confirmation page (see example on next page) which should be accepted by the driver, providing the ticket appears on the driver's chart.



M-ticket (mobile ticket) cont...

NXagents

[Routes / Fares / Book](#)
[Conditions of Carriage](#)
[Training](#)
[Reports](#)
[Ordering](#)
[Manage Users](#)
[Logout](#)

** TRAINING MODE ** You are here: [Routes / Fares / Book / Ticket Amendment page 5 /](#)

Ticket Amendment page 5 of 5

[Click Here to display and print the e-Ticket](#)

National Express ticket confirmation

Ticket number :	MWXU2856
Agent :	Operator demo at David Jones - DO NOT CLOSE
Booking name :	Mr G Price (lead passenger)
Passenger count :	1 adult
Amendment made :	Friday 24 July 2015
Amount charged :	£25.00 for ticket amendment

Sub Menu

Sub Menu Options & links for Routes / Fares / Booking

- View Ticket
- View Previous Tickets
- Amend Ticket
- Validate Open Return
- Cancel Ticket
- Quick Book
- Other Products
- Assisted Travel
- Complaints Audit form

Outward journey leg 1 :
Ref : DEMO-01-2R9

Depart	Time / Date / Service	Arrive	Time / Date
BIRMINGHAM Coach Station, Digbeth. B5 6DD	07:00 Sun 6 Sep 2015 NX 410	LONDON Victoria Coach Station, SW1W 9TP	09:35 Sun 6 Sep 2015

Return journey leg 1 :
Ref : DEMO-01-8U08

Depart	Time / Date / Service	Arrive	Time / Date
LONDON Victoria Coach Station, SW1W 9TP	07:30 Thu 10 Sep 2015 NX 410	BIRMINGHAM Coach Station, Digbeth. B5 6DD	10:10 Thu 10 Sep 2015

Thank you for your booking and we hope you have an enjoyable journey.
Driver : Do not collect this sheet. Any queries call OCC.

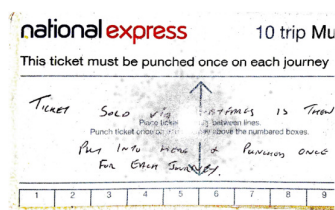
MWXU2856 PLEASE NOTE : A £5.00 fee plus any excess fare will be charged for amendments.

Agents cannot re-issue an m-ticket if it has not been received by the customer; they should advise the **Contact Centre** who will attempt to resend the ticket or put a note on the driver's chart to say the customer may be arriving without a ticket. **Drivers** should contact NCC if the ticket number is not on the chart.

Ticket amendments and 4 letter reference code

Drivers please note customers who amend a ticket via the **Contact Centre** will be given a new 4 letter journey reference code. Customers are advised to write this onto their existing ticket with the new journey details or if travelling on an m-ticket, told to show the original text (containing the ticket number) and to verbally provide the **Driver** with the new 4 letter journey reference code for the service they are attempting to board. The customers' ticket should appear on the driver's chart, depending on the time it was booked, and can be verified by a NX member of staff or NCC if in any doubt.

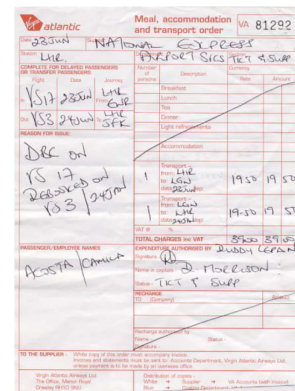
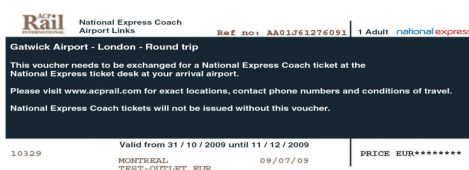
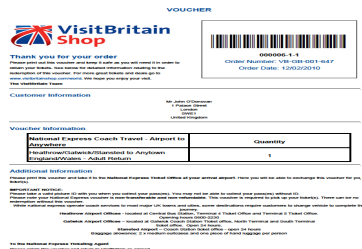
Multi-ride tickets



- ATB SMART multi-ride tickets (pictured left) should be collected in;
- Agent issued multi rides (pictured right) should be clearly marked as used;
- Driver issued multi-rides (pictured middle) should be clipped, not forgetting to clip/punch the first journey if selling the multi-ride ticket.

We do not charge to validate multi-ride tickets. Each journey the customer is taking should be either marked by the **Driver**, or ticket taken depending on the ticket type. All travel is on a standby basis unless the customer has booked onto a service and been provided with the 4 letter journey code for a specific service, if this is the case then the ticket should still be marked or a ticket taken.

Airline, Visit Britain and ACP vouchers/tickets



In normal circumstances, these tickets must be exchanged for a booked ticket at the ticket office.

Outside of ticket office hours these vouchers should be accepted for travel and returned with the driver waybill.

Virgin Atlantic example shown, but airline vouchers will vary in design.

Airport staff travel

Airport staff are not entitled to free travel and airport ID passes are not valid for travel on our services. Coachcards are available – see page 12.

A pass scheme exists from Stansted on all services from and to Stansted Airport. For full details visit <http://www.stanstedcommuter.com/index.php/public-buses-and-coaches/uk-express>

Heathrow also has a staff travel scheme which NX is part of. Heathrow commuters have a travel card that allows the staff member to travel on specific services (as standby – no reservations are to be made) without having to purchase a National Express ticket.

Ryanair

Single tickets purchased from cabin crew are only valid FROM an airport and must be marked/punched by the driver and handed back to the passenger; defaced tickets will prevent repeat use.

For return tickets, as all outgoing journeys will originate from the airport, **Drivers** are to allow passengers to retain their ticket when they present it for an airport to city centre journey.

All tickets presented for city centre to airport journeys must be punched/marked by the driver and handed back to the customer. A defaced ticket will prevent repeat use, given the passenger is making their return journey (back to the airport).

Ryanair tickets booked online will have an 'RR' prefix and are valid within 24 hours of the customer's flight time. These tickets are non-refundable and non-amendable. When travelling from an airport with a Ryanair online ticket (with 'RR' prefix) the date of travel should match that on the ticket unless the passenger has proof of flight delay.

If it is more than 24 hours before/after their booked flight time, the passenger should be asked for their flight ticket if the coach and flight ticket dates are not for the same date, to verify that they are within the 24 hour period.

Free-sale tickets

Free-Sale is the term to describe a sector of a route where we allow some ticketing flexibility, normally on high frequency airport routes where tickets can be accepted for travel at a different time to that booked, as long as the ticket is valid for the date of travel.

Drivers are required to move all passengers (subject to seat availability, being mindful of pre-bookings at intermediate stops) on free-sale sectors of routes, as long as the ticket presented is:

- Valid between the points of travel;
- Being used only on a free sale sector, if travelling beyond the free sale sector it must be authorised to prevent over bookings;
- In date and within 12 hours of the original travel time, if travelling on the return leg the ticket should be marked as travelled to prevent further use.

Note: On some routes tickets are not printed time specific and are valid on day of issue.

All A Routes between Airports and London are Freesale (including stops on route)		
Service	From	To
A1	Luton	LVCS
A1	LVCS	Luton
A6	Stansted	LVCS
A6	LVCS	Stansted
A8	Stansted	Liverpool Street
A8	Liverpool Street	Stansted
A9	Stansted	Stratford
A9	Stratford	Stansted
A3	Gatwick	LVCS
A3	LVCS	Gatwick

On the following routes, the highlighted sectors are Freesale		
Service	From	To
737, 777	Luton Airport	Stansted Airport
737, 777	Stansted Airport	Luton Airport
727, 250	Stansted Airport	Heathrow Airport
727, 250	Heathrow Airport	Stansted Airport
727, 707, 200, 201, 210, 230, 747	Heathrow Airport	Gatwick Airport
402, 403, 404, 406, 444, 500, 501, 504, 033	Heathrow Airport	LVCS
727, 707, 200, 201, 210, 230, 747	Gatwick Airport	Heathrow Airport
025, 024, 026	Gatwick Airport	LVCS
727, 747, 025	Gatwick Airport	Brighton
727, 747, 025	Brighton	Gatwick Airport
All services	Manchester Airport	Manchester
All services	Manchester	Manchester Airport

Travel on earlier services only

Drivers are actively encouraged to move all passengers (subject to seat availability, being mindful of pre-bookings at intermediate stops) on an **earlier** service, as long as the ticket presented is:

- Valid between the points of travel and not travelling on a Funfare ticket;
- Being used only on the below sectors, if travelling beyond it must be authorised to prevent over bookings;
- In date and within 12 hours of the original travel time, if travelling on the return leg the ticket should be marked as travelled to prevent further use.

Tickets that don't meet with the above or are presented after the booked time are not valid and passengers should purchase a new ticket for travel.

The following routes are Freesale on earlier than booked services (including stops on route)

Service	From	To
060	Leeds	Liverpool
060	Liverpool	Leeds
240, 310, 319, 320, 321, 324	Leeds	Sheffield
240, 310, 319, 320, 321, 324	Sheffield	Leeds

Coachcards and discounted tickets

The Coachcards below will be issued by **Agents** and **Coach Station** staff.



The card below will be issued by the Customer **Contact Centre**/website and will be professionally printed – the back of the card will show what Coachcard type it is (e.g. Senior).



The cards below are issued by Natwest/RBS and are valid for a period of 4 years.



Please note: all Coachcards shown on this page will be in circulation and should be accepted for travel.

Passengers travelling with discounted tickets but no valid Coachcard

Drivers and **Coach Station** staff will need to advise the customer to purchase a new adult ticket unless there is a driver's note on their chart telling them otherwise (this sometimes happens if it is the first use and the Coachcard has not arrived in time*).

If there is no driver's note on the chart and the customer is claiming to have a coachcard but unable to produce it, the customer should be advised that the ticket that have purchased is only valid with production of a discount coach card. If they purchase a new adult ticket today, and send proof of the coachcard, the original ticket and the new purchased ticket sent to Customer Relations at the **Contact Centre** a refund will be given of the new ticket purchased. Customers should also be advised they need to carry their Coachcard in future.

*Customers should still be sold a Coachcard even if it won't arrive in time for their first journey. You should add a note to the driver's chart to alert them to this situation and to allow the customer to travel.

Airport staff are not entitled to free travel and airport ID passes are not valid for travel on our services. See page 9 for more information.

Airport staff Discount Coachcards can be purchased at main airport ticket offices or from Tanzo Go at Manchester Airport, and provide airport staff with discounted travel. Coachcards should be presented with the discounted ticket when boarding.

Travelling by ticket number or journey reference code only

Customers can travel on a ticket number and reference code, but only in emergency situations; in all other cases, customers should have a valid ticket.

Emergency use of a ticket number and reference number is acceptable as the ticket number should be on the driver's chart. If the number is not listed the driver should call NCC.

If a customer needs to travel without a ticket then they need to be given the journey reference number as well as the ticket number and both must be given to the driver.

See page 7 for information on travelling on a reference code when an amendment has been made.

Driver Chart

We now have set up route specific messages to Driver Charts, allowing us to send updates to **Drivers** who will be affected, rather than across the whole network.

There are many benefits to this, including:

- Getting key messages to **Drivers** relating to their routes.
- Not confusing other services with information that doesn't impact them.
- Providing planned diversions to **Drivers** at a glance for reference.
- Alerting **Drivers** to any stop closures that they may not be aware of.
- Providing **Drivers** with a script to read for customer announcements where appropriate.
- Warning **Drivers** of events coming up so they are aware.

Keep your distance and look 15 seconds ahead on the road.
PLEASE NOTE on Monday 25th May 2015 Parliament Square in London will be restricted due to BUPA 10k Run. When calling at Embankment please go in and out via Lambeth Bridge / Lambeth Palace Road. Thank you.

Service 010 on 22/05/2015 (Departs 05:20)

Booking ref: GWVR

Drivers Notes

No drivers notes for this flight

Stop	Arrive	Depart	Alloc	Sold	Remain	Pax On	Pax Off
CAMBRIDGE (City Centre)		05:20	48	2	46	2	0
Cambridge (Trumpington)			48	2	46	0	0
Cambridge (Trumpington Park and Ride)		05:32	48	4	44	2	0
London Stratford			48	4	44	0	0
London Bow			48	4	44	0	0
London Mile End			48	4	44	0	0
London Aldgate			48	4	44	0	0
London Blackfriars			48	4	44	0	0
London Embankment		07:10	48	2	46	0	2
London Westminster			48	2	46	0	0
LONDON (Victoria Coach Station)		07:35	0	0	48	0	2

Ticket No	Pax	Fare type	Add ons	Ticket No	Pax	Fare type	Add ons	Ticket No	Pax	Fare type	Add ons
CAMBRIDGE (City Centre) 05:20											
ETFYZA35	1	FLX		FFFBMS89	1	FF					
Cambridge (Trumpington Park and Ride) 05:32											
ETGCKE53	1	ANR		ETKCZ116	1	ANR					

If a ticket is presented to a driver and has all the correct journey details but doesn't appear on the driver's chart; **Drivers** should check when and where the ticket was booked in relation to when the chart was printed. If there is any doubt around the validity of the ticket please check with the **Coach Station** team staff or call NCC for assistance.

As per driver training, **Drivers** should tick customers off their loading chart as they board to avoid ticket fraud. It is recognised that customers booking last minute may not be on the chart although this will reduce the risk. During 2015 the rollout of new Handheld Ticketing devices will commence, details of the boarding process will be given during your local training.

Last Minute Ticket priority phone line

The **Contact Centre** is open 24/7 to book and amend tickets.

A priority line 03717 818101 is set up for customers who wish to amend or to validate a ticket with a credit or debit card within 30 minutes of travel.

We also advertise the 08717 818101 number at roadside stops to encourage customers to call the **Contact Centre** prior to the service arriving to avoid unnecessary delays, this number should be used for new sales.

Customers who call these numbers go to the front of the call queue; avoiding delays to our services.

Why do we have 2 numbers?

Due to changes with legislation customers with an existing contract (a Ticket) are provided with a 03 number to contact us, calls to 03 numbers cost no more than calls to 01 or 02 numbers and must be included in inclusive minutes.

Potential customers who do not have a ticket with us, are provided with an 08 number, the costs of this call is made up in 2 parts, an access charge set by telephone provider and a service charge set by the organisation.

Authority to Travel (ATT) stamps/stickers

When using an ATT stamp/sticker, **Coach Station** teams are to update the loading chart when possible and make the necessary alterations within the reservation system to release seats for sale.

Authorised to travel	
Date: _____	Advisor Name: _____
Time: _____	Coach Station: _____
Service number: _____	Destination: _____
Reason: _____	
national express	

Excess Luggage

Excess Luggage stickers should be used when **Coach Station** teams are selling excess luggage to customer. This helps **Drivers** identify that the customer has paid for the additional luggage they are carrying. Drivers are to be aware of passengers carrying additional luggage and are charged appropriately.

Excess luggage pre-purchase	
1 extra bag	<input type="checkbox"/>
2/3 extra bags	<input type="checkbox"/>
Station staff initials	<input type="text"/>
national express	

On the day: Single Journey - £10,
Return Journey - £15 for 1 extra piece.

For up to 3 pieces: Single Journey - up to £30, Return Journey – up to £45.

Amendments/fees/excess fares

In normal circumstances the following information applies when referring to amendments (ticket or journey), fees and excess fares.

Please see the next section ('When to apply discretion') for guidance on circumstances when discretion may be applied.

- **Amendable tickets must be changed prior to the time of travel**
- **Where amendable, the administration cost per ticket is £5 plus any excess due based on the difference between the original fare paid and the new fare.**
- **Day return tickets can be amended to standard return tickets** as long as any excess fare and amendment fee are charged.
- **Single tickets can be amended to return tickets** as long as this is done prior to time of departure and the amendment fee and any excess fare is charged.
- **If a customer wants to change their day return ticket before their original departure time, they should be charged the amendment fee and excess fare.**

If their departure time has passed, the customer will need to purchase a new ticket, unless they have arrived at a National Express manned **Coach Station** within 15 minutes of travel and staff have honoured a discretionary amendment.

- **Customers can travel on an earlier service to the one originally booked, providing they pay the appropriate excess fare and administration fees.**

We have removed the trial where the excess fare can be over-ridden to zero for standard fares and to £5 per person for FunFares. Customer should be charged the amendment fee and excess fare when wishing to move to an earlier service.

- **If someone wants to amend their departure location, but it is on the same journey but closer to their end destination, an excess fare will apply. Sales staff will need to explain to the customer that fares have changed and are system driven.**

If the customer wants a guaranteed seat, they will need to amend their ticket (fees apply). If they do not want to pay the excess they can wait at their preferred departure location but risk that their seat has been resold to someone else at their original booked departure point, as we will have no record of their wish to board elsewhere.

- **FunFare or standard tickets cannot be accepted for travel on a different service to that booked.**

If a customer wishes to travel on a different service to that booked, they can amend their ticket prior to the original journey time booked by paying the relevant excess fare and administration fee through any sales channel. The Last Minute Ticketing

phone line (03717 818101) can be used for this purpose, if the customer has a credit or debit card.

In the rare event that it is not possible to change the customer's ticket as no sales channel is available; **Drivers** should call NCC for advice before departing the stop.

With the exception of certain services such as inter-airport; services operating between London and London airports; that operate on a free-sale basis and do not require a specific reservation. These tickets can be used on any valid service for the journey indicated, subject to seat availability, within 24 hours (before or after) the booked travel time.

Amendments made (on amendable tickets) to guarantee travel at a specified time through any sales system will incur the normal excess fare and administration fee.

Exchange vouchers must be transferred for a booked ticket to guarantee travel - the customer is not charged for this, tickets issued should be over-ridden correctly using code 'B' (ticket issued in lieu) and appropriate description given.

Customers travelling on a standby basis with vouchers, multi-rides, open dated returns, season tickets, inter airport and National Express pre-printed tickets must not be left at a stop unless seats are unavailable or pre-booked and appearing on the drivers chart at further stops on route.

The **Contact Centre** or NCC can validate open returns on behalf of the customer.

Coach Station managers should ensure all staff and **Drivers** are aware of any special local arrangements that are in place.

- **Lost tickets:**

If a customer has lost their ticket, and it can be found using our sales systems, it can be re-printed for the customer. A ticket printing cost will apply at National Express stations.

If the details cannot be found, the customer should purchase a new ticket and if the original is subsequently found, the customer can send both receipts to our Customer Relations Department who will consider a refund providing the two tickets are identical (admin cost will apply).

If the customer goes back to the issuing agent, the system doesn't always allow them to print an e-ticket; in this case, **Agents** can print the 'view ticket page' which can be accepted if the ticket appears on the driver's chart.

- **If you suspect customers are travelling on fraudulent tickets**, all customers travelling on that ticket number should be isolated from other customers and asked to provide proof of purchase, including where and when the ticket was purchased.

Should **Drivers** have any doubt as to the validity of a ticket, contact **Coach Station** staff or NCC for assistance.

We will allow travel subject to seats being available and new tickets for those customers without proof of purchase, being purchased.

• If a group discount has been applied at the time of booking, any amendments should be made over-riding the excess fare and charging the admin fee.

Splitting tickets:

Processes are in place to enable customers to split tickets prior to travel at a **Coach Station**, an agent or via the **Contact Centre** as follows:

Coach Stations and Contact Centre:

New tickets are issued via SMART charging a £5 amendment fee. One ticket is over-ridden to £5 (for the amendment fee). Over-ride reason is recorded as 'split ticket xxxxxxx' (including ticket number). Remainder of tickets are over-ridden to zero, same over-ride reason recorded.

If the passenger is splitting the ticket and changing the date of travel (for example, two customers booked for next week but one now wants to travel today) then as well as the £5 amendment fee any difference in fare should also be charged (i.e. increased due to 'On the Day' travel, or if the original ticket is a FunFare).

Agents:

1. Call the Sales Helpline on 08717 818176. Make sure you have two or more manual tickets to hand along with your agent ID and the customer's original ticket they wish to split.
2. Explain to the helpline staff you need to split a ticket and give them the ticket number from the original ticket.
3. You will be asked for the customer's new dates / times of travel; the advisor will make the new reservations for you in the booking system and give you a four letter booking code for each new journey.
4. Advise the customer they will need to pay a £5 amendment fee for splitting a ticket, plus any excess fare that is due.
5. Once the new bookings are made, transfer all the details onto your manual tickets (please refer to the manual ticket information sheet for guidance on how to complete. This can be found in the 'Training' section on NXAgents).
6. Please fill in all the reservation codes on your manual tickets and separate tickets issued. Refer to the process below for **Contact Centre** teams:

Contact Centre in support of an agent:

Advisors instructions on splitting a ticket on behalf of the agent:

1. Make sure the agent has two or more manual tickets ready along with the customer's original ticket they need to split.
2. Check the original ticket on SMART and ask for new dates and times the customers would like to travel on. Please do not amend the original ticket.
3. Make the new bookings on NXAgents using the new manual tickets and then relay the booking details back to the agent.
4. Advise the agent they will need to charge the customer a £5 amendment fee for splitting a ticket, plus any excess fare that is due.

5. Once the new bookings are made, ask the agent to transfer all the details onto their manual tickets including the new reservation codes and ensure they cross refer the original ticket number onto the new tickets (if unsure on how to complete a manual ticket refer to the Information Sheet for Manual Tickets in the 'Training' section on NXAgents).

6. Once the new tickets are booked, go into SMART and cancel the original ticket. Do not refund the ticket.

• **Tickets amended past departure:**

At all sites:

Tickets cannot normally be amended after departure time - a new ticket must be purchased. However, within 15 minutes of departure **Coach Station** staff may honour an amendment, which should incur a £5 charge and excess fare.

If a directive has been received from the business or there is a good reason the customer has missed their service (which can be verified), **Coach Station** staff can honour an amendment at a cost of £5 and excess fee. If using the Authority to Travel process, a reason and signature must be provided.

• **Route change before departure:**

We will allow change to either origin **or** destination **but not both**, noting:

- If the new fare is less, only charge the amendment fee (the difference between the old and new fares is not refunded)
- If the new fare is more, charge both the amendment fee and excess (in both cases the system will indicate what is to be charged)

If someone wants to change to a completely different journey then:

- If it is over 72 hours before the outward journey commences cancel the ticket and refund any monies due (less cancellation fee)
- If it is within 72 hours of the outward departure time, the ticket cannot be refunded. Cancel the original ticket and book a new journey if required (although no refund is due, this puts the seats back into the system for sale).

When to apply discretion

Customers should generally only be accepted for travel on the service they have booked, as our fares are dynamically priced and can vary from journey to journey.

However, in certain exceptional circumstances, we'll need to use our discretion to give customers the best service we can and to avoid any unnecessary confrontation or distress – it is by no means a reflection on the staff involved or the level of service they have provided.

Using our discretion may mean we have to go against our own terms and conditions where it is appropriate to do so.

The list below shows the type of situation when we are likely to make the decision to:

- accept a ticket for travel on a different journey to the one booked - without charging an excess fare or amendment fee
- amend a ticket without charging the full excess
- accept a ticket which has not been printed
- offer a refund outside of our normal terms and conditions

If we make the decision to amend the ticket/journey, the reason should be clearly detailed within the over-ride section of SMART for reporting and audit purposes.

1. The booked service or connection has been cancelled or severely delayed
2. National Express (or our partner **Agents** or operators) are clearly at fault
3. Bereavement/critical illness in the family prevents the customer travelling
4. Customer missed the coach due to NX (or our partner **Agents** or operators) providing inaccurate information
5. Customer is refused travel by us to help diffuse a difficult situation. For example, hygiene reasons
6. At the customer's request, which supports sound commercial reasons – i.e. releasing seats on an otherwise full services
7. Customer arrives at an NX **Coach Station** after the service has departed and within 15 minutes of departure time. In this situation, the ticket should be amended (minimum £5 fee and applicable excess applies)
8. The service operates on a free-sale basis. This primarily affects inter-airport and other high frequency services, please refer to the list on page 10
9. The customer has made an error when booking a FunFare and contacts us within 60 minutes of booking. An excess fare and £5 admin fee should be applied, equivalent to the difference of the new FunFare price which will need to be verified using our website
10. Customer hasn't printed their e-ticket and approaches a driver; however, it is clearly legible on their phone or laptop and appears on the driver's chart. **Coach Stations** normally charge £3 for printing, however, to avoid unnecessary delays **Drivers** do not need to refer to station staff unless there is a concern regarding the validity of the ticket
11. Based on a directive given by the business. For example, inclement weather; motorway closures or service disruption
12. Risk of negative PR as authorised by NX management

Decision making – what to do

Over the next few pages you'll find step-by-step guides which clearly show lines of responsibility and actions to be taken, as well as scenarios to help you put the guidance into practice.

We recognise there will be situations not listed, when it will be appropriate for **Coach Station** and **Contact Centre** teams to use their own judgement when applying discretion.

It is not the driver's responsibility to amend tickets to allow travel on earlier/later services. Discretionary decisions such as these are the responsibility of the **Coach Station** and **Contact Centre** teams.

Drivers can refuse travel if the customer is trying to board an earlier or later service than the one they have booked, you should however refer the customers to our nearest staff or to the last minute ticket line.

Drivers should check with a **Coach Station** staff member (or if at an unmanned stop, NCC), if it is appropriate to apply discretion in-line with the examples given on page 20, prior to leaving a stop.

The only exception to this is free-sale services on pages 10 and 11.

Agents (including **Agents** within **Coach Stations**)

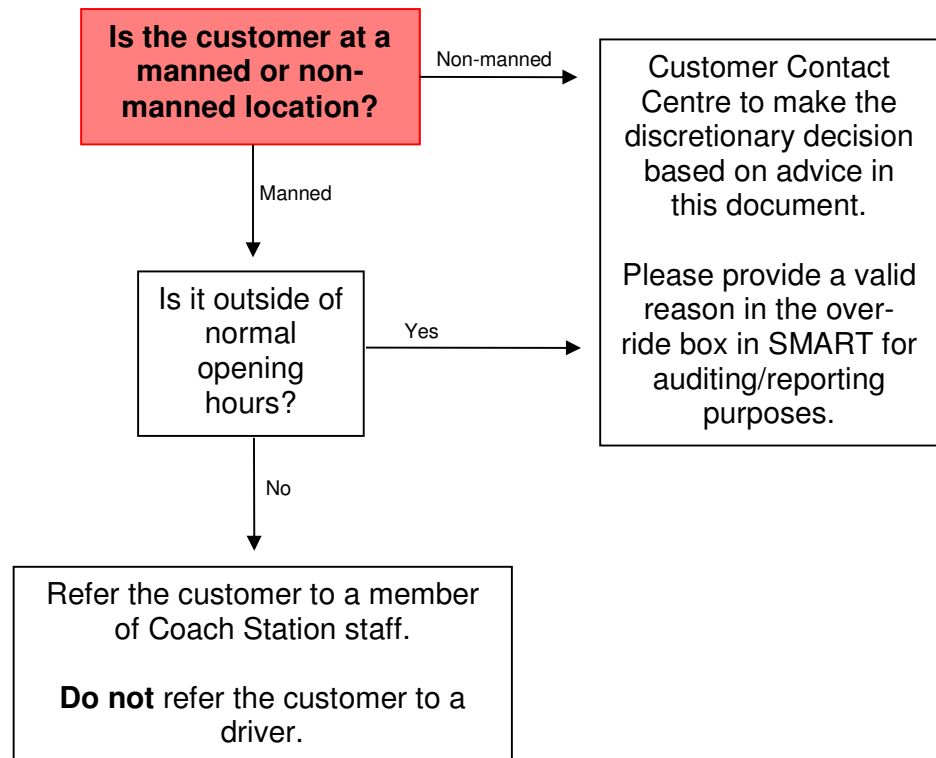
Any amendments to bookings pre/post journey must be processed through the appropriate sales system and the correct excess and administration fee applied.

Should a ticket require amending in line with the discretion detailed within this document, **Agents** should call the **Contact Centre** to make the changes.

Do not refer customers to the driver for a decision, as this will cause unnecessary frustrations for **Drivers** and customers.

Contact Centre

At a glance:



In detail

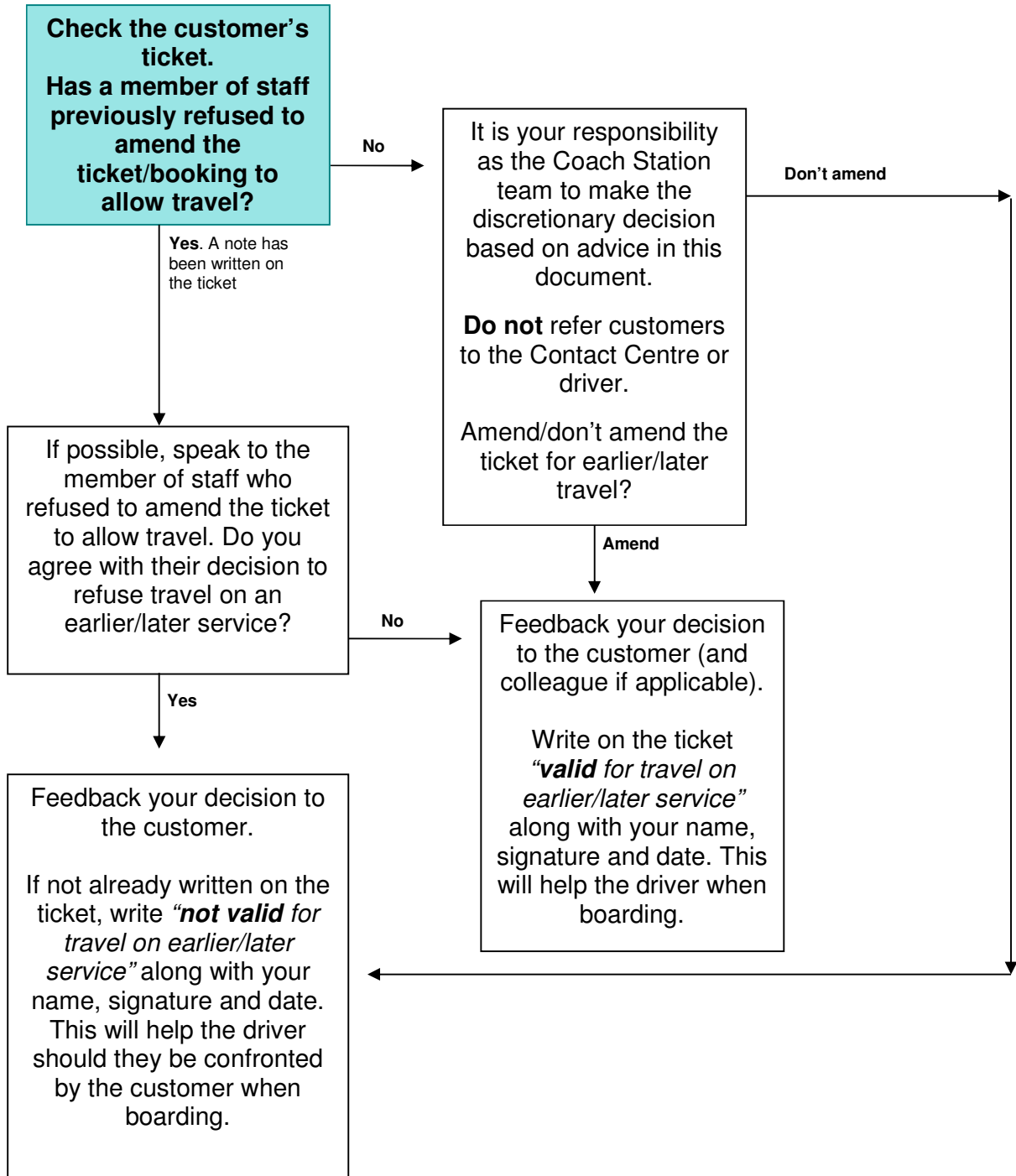
If the customer is at a manned location during normal opening hours, customers should be referred to a station member of staff.

If the customer is at a non-manned location or outside of manned hours, a discretionary decision should be made based on the advice contained within this document. The decision should **always** be supported with an over-ride reason in the over-ride field of SMART for reporting and audit purposes.

Do not refer customers to the driver for a decision, as this will cause unnecessary frustration for **Drivers** and customers.

Coach Stations

At a glance:



In detail

Firstly, check if an agent, **Drivers** or revenue inspector has already refused travel. Wherever possible, seek to speak with the member of staff concerned prior to making a decision. Feed back to that person, away from the customer and before confirming the change with the customer, where an alternative decision is made and why/how you came to that decision.

If a decision is made not to offer discretion to allow travel on a different service outside of terms and conditions, this should be written on the ticket to alert the driver, i.e. ticket not valid for travel on earlier/later service with a signature, name and date.

Any amendments to bookings pre/post journey should be processed, where possible, through the appropriate sales system to ensure seats are released rather than using the "Authority to Travel" process. The over-ride reason should always be clearly detailed for reporting and audit purposes.

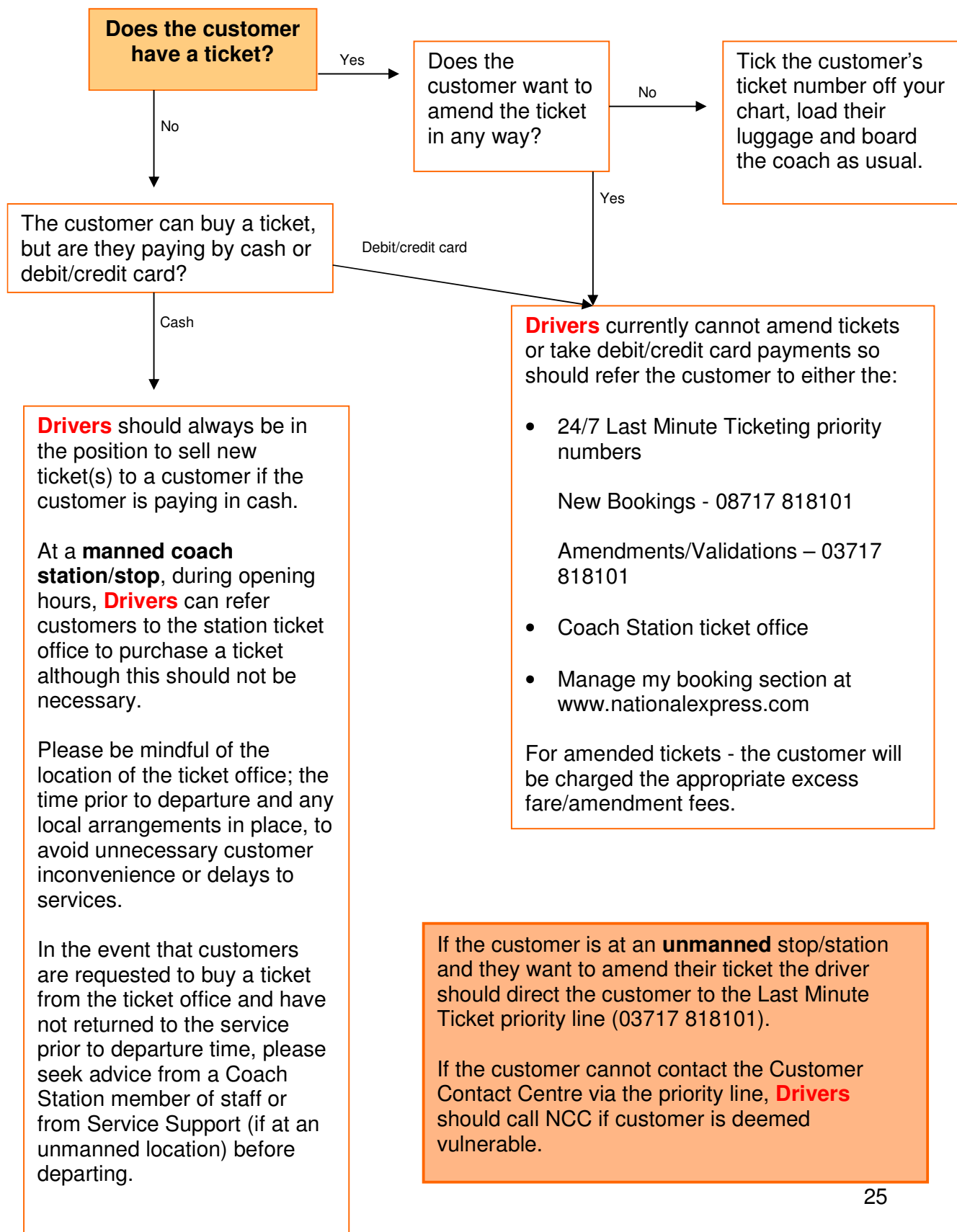
The Authority to Travel (ATT) process can be used to avoid delays where it is not practical to change the details within the sales system. However, seats should be released using OCS.

The ATT stamp/sticker should be updated to make sure your name, signature, reason for change and location is clearly detailed.

Feedback can then be provided through your normal line management channels if there is any concern regarding a decision made.

Drivers

At a glance:



Drivers should only accept tickets for travel as booked on the customer's ticket unless:

- The journey is 'free sale';
- has an 'Authority to Travel' stamp/sticker authorised by a **Coach Station** staff member;
- The customer has their original ticket and a 4 letter reference number (as provided by the **Contact Centre**)
- The customer has an emergency reference (as provided by the **Contact Centre**) and a driver's note is supplied.

Amending tickets

It is not the driver's responsibility to amend tickets to allow travel on earlier/later services. Discretionary decisions such as these are the responsibility of the **Coach Station** and **Contact Centre**/NCC teams.

Should an agent/station not follow this guidance and continue to direct customers to you – please make a note of the circumstances and contact Service.Delivery@nationalexpress.com with details.

Selling tickets

Drivers can sell tickets if the ticket office is open but local rules at VCS must be adhered to. A ticket must always be issued where a payment is taken.

If **Drivers** do not have a ticket book, hand held ticket device or a Wayfarer, they should consider all other sales options - do not leave the customer. Where possible, the customer should be directed to the Last Minute ticket priority line. Never carry a customer without a ticket, without calling NCC for advice.

If **Drivers** have insufficient change, they should ensure the amount taken is detailed on the customer's ticket and full payment is banked.

Advise the customer to send their ticket to Customer Relations at National Express House, Mill Lane, Birmingham B5 6DD. Details can also be found online:

If a customer has been sent to the ticket office to purchase or amend a ticket, but are not back at the coach by the departure time, **Drivers** should make all reasonable effort to locate the customer and seek advice from a **Coach Station** member of staff or call Service Support before leaving.

If at an unmanned station/stop the driver should sell the customer a new ticket.

Declining travel

Drivers can refuse travel if the customer is trying to board an earlier or later service than the one they have booked, unless it is a free-sale service. See page 10 for details.

Where a customer has been declined travel by a driver due to it not being their booked service, you should, with the customer's permission, make a note on their ticket to avoid **Coach Station** staff over-riding this decision (without good reason). As this isn't possible for m-tickets, a note on the ticket waybill should be made.

If the customer is not happy with your decision to refuse travel, they should be referred to the **Coach Station** or **Contact Centre** team (see diagram and notes for guidance). A member of that team can talk to the customer, weigh up the situation and make a decision.

Should the outcome be different (i.e. they allow travel on an earlier/later service), this is by no means undermining the driver or the decision you originally made. The decision may have been made for a number of reasons – for example, to reduce the risk of complaints or to free up seats on the customer's original service. The member of staff should explain to you why they chose to over-ride your original decision.

IMPORTANT NOTE:

Customers considered to be at risk with insufficient means to pay, should be carried with prior approval from NCC.

The customer's details should be obtained, together with proof of identification and a signature, where possible.

A customer may be considered 'at risk' based on age, gender, time of incident and location (e.g. non-manned location).

Scenario 1:

Customer wishing to travel on an earlier service to that booked

A customer arrives at an agent with a pre-booked FunFare ticket and wishes to travel earlier than planned due to a family emergency – what process should the agent apply?

The agent should advise the customer the ticket type they have is for travel on the booked service and we would be happy to amend it on to an earlier service, subject to seats being available. The excess fare and administration fee would be applied.

Are there any circumstances when the response would be different?

If the customer is showing clear signs of distress and the family emergency is due to serious illness or bereavement, this should be taken into account. The agent in this case would need to call the **Contact Centre** on behalf of the customer to amend the ticket free of charge and issue a new journey reference for travel.

What process would be adopted if the customer approached a station staff member, a driver (at either a manned or unmanned location) or called the **Contact Centre?**

Coach Station staff should apply the same logic and only in very limited circumstances agree to change the ticket without charging the excess fare or administration fee. In this instance, the reason must be provided in the over-ride section of SMART or on the Authority to Travel stamp/sticker.

Drivers at a manned station should refer the customer to the ticket office to amend their ticket, noting on the ticket the reason for not accepting the ticket for travel (e.g. FunFare booked for 3pm, wants to travel earlier on 2pm). This will help station staff to have full information to hand.

Drivers at a non-manned location, the response should be consistent - the customer can call the Last Minute Ticket priority number to pay the excess and administration fee.

If they do not have the option to pay by credit or debit card, the driver can offer to sell a new ticket for the journey in question or advise the customer they would need to wait for their booked service.

If a driver believes there are extenuating circumstances, based on the guidance in this document, they can contact NCC who can authorise travel should they agree discretion should be applied. Details of this decision should be confirmed on the waybill envelope.

Contact Centre – if the customer is at a staffed station during opening hours they should seek advice from station staff. If at a non-manned stop, the advisor should over-ride the fee only in exceptional circumstances, detailing the reason in the over-ride section on SMART.

Scenario 2:

Customer wishing to travel having missed booked service

A customer calls the **Contact Centre five minutes after the booked departure time to say they have missed their coach, how should the advisor respond?**

The **Contact Centre** advisor should be empathetic and explain that we had held a seat on their booked service, which could not have been re-sold and therefore they would need to buy another ticket for travel. If the customer is departing from an NX manned **Coach Station**, and it is within 15 minutes of travel, they should be advised to seek assistance from a member of staff at that station.

What process should be adopted if the customer approached a NX **Coach Station staff member at a manned location?**

Within 15 minutes of the original booked departure NX **Coach Station** staff can amend the original ticket charging the applicable excess fare and administration fee for the new journey.

The only exception is VCS, which does not currently have a process to charge the additional fees at point of departure and will therefore use the Authority to Travel process as a short-term solution.

What process should be adopted if the customer approached a driver (at either a manned or unmanned location) or went into an agent?

Agents and **Drivers** should offer to sell the customer a new ticket for travel. If at a manned station the customer can be referred to the station team.

Are there any circumstances when the response would be different?

There may be occasions when known factors cause local disruption. For example, a planned tube strike, severe weather conditions or motorway closures. Should there be prior knowledge of such factors; staff will be told in advance, enabling them to amend the existing ticket either free of charge or with the £5 administration fee.

In this instance, the ticket can be amended in-line with the business directive ensuring the full details of the over-ride are provided.

If a directive has been provided to allow tickets to be amended, **Coach Station** staff will apply the 'Authority to Travel' process, **Agents** will need to call the **Contact Centre** and **Drivers** at an unmanned site will need to direct customers to the Last Minute Ticket priority line.

Scenario 3:
Customer wishing to travel without a valid ticket

A customer arrives at a non-manned [Coach Station](#) having booked an m-ticket via the [Contact Centre](#), saying their text has not arrived. What process should the driver follow?

The driver should ask the customer for the ticket number, which is given when booking via the website or the [Contact Centre](#), to see if it appears on the driver's chart. If so, the driver should allow them to travel.

If the ticket number does not appear, the driver should check when the customer booked, and if it is after the chart was printed, call NCC to verify if the ticket is valid.

What process would be adopted if the customer approached a station member of staff, called the [Contact Centre](#) or went into an agent?

If the customer called the [Contact Centre](#) or approached a [Coach Station](#) staff member, they should search for the m-ticket using the m-ticket hub and resend the ticket via text message to the customer, which should also appear on the driver's chart. A search on the m-ticket hub can be carried out using ticket number, mobile number and date range.

In the event the m-ticket booking cannot be found on the hub and a valid ticket cannot be evidenced, the [Coach Station](#) or [Contact Centre](#) should do a search based on other criteria such as payment card details. If the ticket number is found, the ticket can be resent via the hub.

Please refer to 'The Hub process M tickets' document for more details, or speak to your line manager.

If the m-ticket still fails, the customer will be given the ticket number and journey references and a driver's note will be added.

If a ticket cannot be located, a new ticket should be purchased which can be reimbursed if the original ticket number is subsequently located.

Partner [Agents](#) should call the [Contact Centre](#) who will search for the ticket and either re-send it, or put a note on the driver's chart.

Scenario 4:

Customer wanting to travel earlier than booked from an airport

Having left ample time to take account of delays following a flight, a customer arrives at Heathrow and wants to travel on an earlier service. What process should the ticket agent adopt?

The ticket agent should charge the excess fare and amendment fee, which can be considerably more than the original ticket, as it takes the ticket price up to the 'On the Day' fare which was not available when the customer booked their original ticket.

Previously, on a trial basis and for airport services only, amendments could be made for £5, removing the 'On the Day' excess. An additional £5 excess fee per person was applied if a FunFare has been purchased. This has been removed and a customer should be charged the excess fare and amendment fee, unless an airport flexible add on has been purchased.

What process would be adopted if the customer approached an agent; called the **Contact Centre or approached a driver?**

Agents could make the amendment charging both the amendment and excess fee.

The **Contact Centre** could amend the ticket as per the above guidelines.

Drivers should request customers go to the ticket office or call the **Contact Centre** to amend their ticket accordingly, unless it is a journey where local arrangements are in place to accept tickets on a free sale.

In all scenarios, if the customer has insufficient funds to pay, and/or is considered distressed or vulnerable (e.g. young female travelling alone, a minor, elderly or disabled), seek advice before departing by calling NCC or contacting a Station member of staff - please do not leave the customer on their own.

NX staff will apply their judgement to allow travel if it is appropriate to do so.

Agreement to Pay Form

Drivers Name	
Date	
Time	
Service Number	
Departure Time	
Ticket Number if applicable	
Outstanding Fare Details	
Boarding Point	
Alighting Point	
Fare Owed	£ : p
Penalty Fare	£ : p
Total Owed To National Express	£ : p
Passenger Details	
Full Name	
Address	
Postcode	
Country	
Email address	
ID DETAILS	
ID Type	
ID Serial Number	
ID Issuing Authority	
I (the person named above) agree to pay upon invoice the penalty totalled as above	
Signed	

Driver's note: Please return the completed form to Credit Control, National Express House, Mill Lane, Birmingham, B5 6DB.

Coach Stations		Ticket Purchased			Travelling to/from Freesale location?	Flexible Airport Add-On Purchased?	Action	Exceptions
		Standard Ticket	Funfare ticket	Standby Ticket				
1	At any location, a customer approaches our CSA's to attempt to board an earlier service than booked.	✓	✓				Customer is to amend the existing ticket, paying the applicable amendment and excess fare prior to being accepted for travel. The customer has the option to purchase a new ticket for the service they are wishing to board or also has the option to wait for their pre booked service to avoid paying any fees.	If you believe there are extenuating circumstances, liaise with local management or NCC for authorisation. Subject to seat availability.
2	At any manned location, a customer approaches our CSA's to board a later service having missed their booked departure by less than 15 mins.	✓	✓				Within 15 minutes of the original booked departure we will amend the original ticket, charging the applicable excess fare and amendment fee	If you believe there are extenuating circumstances, liaise with local management or NCC for authorisation. Subject to seat availability.
3	At any location, a customer approaches our CSA's to board a later service having missed their booked departure by more than 15 mins.	✓	✓				Customer is required to purchase a new ticket for travel	If you believe there are extenuating circumstances, liaise with local management or NCC for authorisation. Subject to seat availability.
4	At any location, a customer attempts to board a service			✓	✓		Checking ticket is valid for date presented and subject to seat available board the passenger, taking into account passengers booked at intermediate stops	If you believe there are extenuating circumstances, liaise with local management or NCC for authorisation. Subject to seat availability.
5	Whilst at an airport, a customer approaches to attempt to board an <u>earlier or later</u> service than booked.	✓				✓	Accept the passenger for travel, without fee, subject to seat availability taking into account booked passengers at intermediate stops. (Ticket should be amended by NX coach station staff in reservation system where time permits)	Customer is treated as standby if the service is full by customers with a pre-booked time specific service for the coach they are attempting to board, taking into account customers at intermediate stops
6	At any location, a customer attempts to board a service with an out of date coachcard	✓					If a customer presents an out of date coachcard, this should be kept by staff and returned to NX, the customer should be advised that the ticket is not valid without a valid coachcard to support the discount and should purchase a new ticket for travel.	If the coachcard appears to have been tampered with NX Site can confirm validity of coachcard.
7	At any location, a customer attempts to board a service with no coachcard to support the ticket discount.	✓					If a customer is unable to present a coachcard to support the discount given on the ticket, the ticket is invalid and the customer should purchase a new ticket for travel. If the customer has forgotten their coachcard they can send both tickets and proof of valid coachcard to customer relations for a refund of the 2nd ticket purchased.	If the coachcard has just been purchased online or via the contact centre and has not had time to be sent to the customer, they should be allowed to travel, this should be supported by a drivers note.
8	At any location, a customer attempts to board a service with more than 2 pieces of hold luggage without pre-purchasing additional luggage.	✓	✓	✓			Our standard luggage allowance entitles each passenger to take two medium sized items of luggage (up to 20kg each) and one piece of hand luggage (that can fit in the overhead rack or under the seat) free of charge, any additional piece should be charged at £10 for a single (can be multi-leg) or £15 for a return journey.	Luggage can be pooled if travelling in a group but must be on the same ticket

Driver Scenarios		Ticket Purchased			Travelling to/from Freesale location?	Flexible Airport Add-On Purchased?	Action	Exceptions
		Standard Ticket	Funfare ticket	Standby Ticket				
1	At any location, a customer approaches the driver to attempt to board an earlier service than booked.	✓	✓				Customer can either purchase a new ticket for travel on the earlier service from the driver. Visit a NX travel shop/agent or call LMTL to amend the existing ticket, once amended then the driver can board customer. The customer also has the option to wait for their pre booked service to avoid fees.	If you believe there are extenuating circumstances, contact station staff or NCC if no staff are present for authorisation. Subject to seat availability.
2	At any manned location, a customer approaches the driver to board a later service having missed their booked departure by less than 15 mins.	✓	✓				Ask customer to contact NX Coach Station as within 15 minutes of the original booked departure we will amend the original ticket, charging the applicable excess fare and amendment fee	If you believe there are extenuating circumstances, contact station staff or NCC if no staff are present for authorisation. Subject to seat availability.
3	At any location, a customer approaches driver to board a later service having missed their booked departure.	✓	✓				Customer is required to purchase a new ticket for travel	If you believe there are extenuating circumstances, contact station staff or NCC if no staff are present for authorisation. Subject to seat availability.
4	At any location, a customer approaches the driver to attempt to board a service			✓	✓		Checking ticket is valid for date presented and subject to seat available board passenger, taking into account passengers booked at intermediate stops	If you believe there are extenuating circumstances, contact station staff or NCC if no staff are present for authorisation.
5	Whilst at an airport, a customer approaches the driver to attempt to board an <u>earlier or later</u> service than booked.	✓				✓	Accept the passenger for travel, without fee, subject to seat availability taking into account booked passengers at intermediate stops. (Ticket should be amended by NX coach station staff in reservation system where time permits)	Customer is treated as standby if the service is full by customers with a pre-booked time specific service for the coach they are attempting to board, taking into account customers at intermediate stops
6	At any location, a customer attempts to board a service with an out of date coachcard	✓					If a customer presents an out of date coachcard, this should be kept by the driver and returned to NX, the customer should be advised that the ticket is not valid without a valid coachcard to support the discount and should purchase a new ticket for travel.	If the coachcard appears to have been tampered with NX Site or NCC can confirm validity of coachcard.
7	At any location, a customer attempts to board a service with no coachcard to support the ticket discount.	✓					If a customer is unable to present a coachcard to support the discount given on the ticket, the ticket is invalid and the customer should purchase a new ticket for travel. If the customer has forgotten their coachcard they can send both tickets and proof of valid coachcard to customer relations for a refund of the 2nd ticket purchased.	If the coachcard has just been purchased online or via the contact centre and has not had time to be sent to the customer, they should be allowed to travel, this should be supported by a drivers note.
8	At any location, a customer attempts to board a service with more than 2 pieces of hold luggage without pre-purchasing additional luggage.	✓	✓	✓			Our standard luggage allowance entitles each passenger to take two medium sized items of luggage (up to 20kg each) and one piece of hand luggage (that can fit in the overhead rack or under the seat) free of charge, any additional piece should be charged at £10 for a single (can be multi-leg) or £15 for a return journey	Luggage can be pooled if travelling in a group but must be on the same ticket