

PRESTON NORTH END FOOTBALL CLUB COACH TRAVEL TERMS AND CONDITIONS SEASON 2023/24

1. Passengers are reminded that they must comply with the following terms and conditions whilst travelling on the official Preston North End FC coaches.
2. Please be aware that coach travel may not be in operation whilst government restrictions and social distancing guidelines are in place.
3. In accordance with the EFL guidelines and a government white paper, Preston North End FC (“The club”) allows supporters aged 14 and over to travel unaccompanied on the club’s official travel to away fixtures. Those travelling on the coaches do so at their own risk and must behave in an acceptable manner or face a ban from being able to travel on the coaches provided by the club in the future. Anybody under the age of 14 will not be permitted to travel, unless they are accompanied by an over 18.
3. The club will not tolerate the following behaviour under any circumstances and persons behaving in such a manner will be ejected from the coach and will not be permitted to travel to future fixtures. The club will also consider a ban from home games and from purchasing tickets for any fixtures in these circumstances:
 - Foul, abusive, threatening or unacceptable behaviour;
 - The taking part in any chanting of an indecent, discriminatory nature or obscene language;
 - Acts in a manner detrimental, or likely to be detrimental to the club.
4. Each coach will be stewarded by a club representative. The steward is responsible for the safety of passengers and their decision is final.
5. The coach steward has the authority to search any bags or belongings to ensure compliance with these terms and conditions. Refusal to be searched may result in your travel being refused.
6. Strictly no smoking or alcoholic drinks are permitted on the coach. This includes electronic cigarettes. Anyone smoking or found in possession of alcoholic drinks, may be refused travel or ejected from the coach.
7. Passengers who appear to be under the influence of alcohol may be refused travel.

8. All supporters are asked to arrive 15 minutes prior to the departure time stated on their coach travel ticket.
9. Coach travel will be sold on a first come first served basis and will be unreserved. Seats will be allocated on arrival at the coach on the day.
10. All coaches will depart promptly as per the departure time stated on their ticket. We regret that we cannot wait for any late passengers and do not take responsibility for their welfare if they do not arrive on time for departure.
11. Seat belts must be worn for the duration of the journey for the safety of all passengers.
12. Stopping for breaks is the coach driver's responsibility, they alone will make the decision. It is not the steward's decision.
13. Supporters must use the bins provided to dispose of any rubbish from food and drink consumed on the journey before leaving the coach. The coach will be checked and any supporter who fails to comply, will be responsible for the cleaning costs enforced by the coach organisation.
14. Any passenger whom has been unwell on the coach will be responsible for the cleaning costs enforced by the coach organisation and depending on the circumstances may be refused ongoing travel.
15. The club and the coach organisation recommend that no items are to be left on the coach. Any items that are left will be entirely at the owner's risk. The club and the coach organisation will not be liable for lost or stolen property.
16. Supporters are asked to make their way back to the coach immediately after the full time whistle. All coaches will depart promptly from the away ground. We regret that we cannot wait for any late passengers and do not take responsibility for their welfare if they do not arrive on time for departure.
17. If you are unable to make the journey there or back, the club or the coach steward must be notified at the earliest opportunity.
18. It is your responsibility to collect all of your belongings at the end of your journey. The steward is there for safety only.
19. If you are a wheelchair user and wish to book accessible coach travel, please inform the ticket office clerk at the time of booking so that we can make the necessary arrangements with the coach organisation on your behalf.

20. If you have any questions about travelling on the club's official coaches, please contact the ticket office on 0344 856 1966 or email ticketoffice@pne.com.

Last updated June 2023