



# Afternoon Tea Bus Tour

## Terms & Conditions

1. The B Bus Tours are not suitable for young children under 5.
2. Children aged 15 and under must be accompanied by a paying adult.
3. Children between 5-11 years of age may be subject to a discount.
4. The ticket is valid for use on the B Bus Tour only for the time and date stated on the ticket.
5. The bus cannot wait for latecomers, refunds will not be given.
6. The ticket remains the property of the company and must be made available for inspection by the conductor or driver on demand.
7. Tickets:
  - a. For individuals
    - i. We require full payment of the bill in order to ensure the booking
    - ii. We accept cancellations up to 2 weeks prior your booking date. We will refund the full amount minus our admin fee of £10 per person
    - iii. After that date the full amount is non refundable
  - b. For Groups (+ 10 people)
    - i. We require a 50% down payment of the total bill in order to ensure the booking which is non-refundable
    - ii. 2 weeks prior your booking we require the full payment which is non-refundable
8. We reserve the right to cancel or suspend services as deemed necessary and without issuing advanced notice. In the event of a tour cancellation we will offer a full refund for tickets purchased, or transfer to an alternative tour if available. If an issue arises due to mechanical reasons, we will try our best to replace the bus within 60 minutes. If unsuccessful, we would issue a full refund of the tickets, or change to another tour if available.
9. If the tour is stopped for some reason after the first half hour, we can offer you a place on another tour, free of charge, subject to availability.
10. Conditions of carriage are subject to the provisions made by the Public Passenger Vehicles Act 1981; full details are available from our office.
11. The B Bus Tours take no responsibility for items left on the bus, personal items are carried at the owners risk and The B Bus can take no responsibility for items damaged or lost.
12. Smoking is not permitted on the bus.
13. You must keep the lid on the drinks at all times
14. B Bus Tours reserves the right to refuse entry to intoxicated persons, and will not tolerate in any way abusive or threatening behavior to staff. In such instances tickets will not be refunded.
15. B Bus Tours asks that passengers are mindful of others during the tour, and anyone behaving in a





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disruptive manner will be asked to disembark.

16. Wedding hire. If hiring the bus for wedding transport customers must take out their own wedding transport insurance, as the B Bus Tours cannot accept liability for alternative transport provision in the event of serious mechanical or technical failure of the bus.
17. Please be aware that we operate on historic vehicles and as such whilst we try our up-most to maintain the buses to the highest standards on occasion the buses may encounter mechanical problems. In the event of a breakdown we will attempt to fix the problem.
18. B Afternoon Tea Ltd is not responsible for any damage caused by the infringement of the rules.
19. Management or the bus driver can, at any given time, change the normal route due to traffic, road works, London events and any other matters.
20. Management can, at any given time, change the departure points of Northumberland Avenue and Victoria Coach Station due to traffic, road works, London events and any other matters.
21. Buses are not permitted to pass in front of Buckingham Palace and along The Mall, therefore the B Afternoon Tea Bus Tour route takes passengers along a street called Buckingham Gate.
22. Alcohol Policy: Alcohol is pre-sold only. No alcohol will be sold on board the bus. Book your drinks when booking online or over the phone. B Bus Tours follows a Challenge 25 Policy. ID is required. No refunds will be given if no Photographic ID is shown. Purchase of alcohol is non-refundable. Alcohol consumption is permitted on the bus only, alcohol cannot be taken off the bus.
23. Gift Voucher Policy: gift vouchers are non-refundable.

The B Bus Tours Access Policy. It is not the policy of the B Afternoon Tea Bus Ltd to discriminate in any way against employees or passengers regarding disability, gender, race, sexual orientation or religious beliefs. The bus owned by the company is a 1960's Routemaster. It consist of a drivers' cab, a lower saloon and an upper saloon and are staffed by one conductor per bus. The bus holds 12 or 22 passengers, respectively, and absolutely no standing passengers. The B Afternoon Tea Bus Ltd regrets that the bus is not wheelchair accessible. The B Bus tours can reserve seating in advance for the lower saloon for those with mobility concerns. We aim to make our booking process as accessible as possible by providing Internet and phone booking facilities. A large print version of our terms and conditions and booking information can be downloaded from this website. Please note:

The journey time is approximately 1 hour and 20 minutes.

There are no toilets on the bus.

The B Afternoon Tea Bus Ltd actively seek ways to include as many people as possible, and has a long term commitment to developing tours which can cater for diverse audiences within the physical confines of the bus, whilst adhering to DDA guidelines.

Personal Data. The B Afternoon Tea Bus Ltd will not share any customer information with third parties, and retains financial information only for the duration of the transaction. If you have subscribed to the B Bus tours mailing list you can unsubscribe at any time and your details will be removed from the system. The B Bus Tours are responsible for all online transactions; the website is owned and managed by B Afternoon Tea Bus Ltd.

