

FAQ's.

Tickets

How can I get tickets?

- Online, 24 hours a day, 7 days a week, at our secure website:
www.theghostbustours.com
- Over the phone using credit or debit cards, please call us on:
0844 5678 666, (open between 10am and 6pm, Monday-Saturday).
- There is sometimes limited availability for tickets to be purchased on the bus in cash, these are not guaranteed to be available and we would advise you to arrive **at least** 10 minutes before the start of the tour you wish to go on.

- We advise you to arrive 10 minutes before the start of your tour as **the bus cannot wait for latecomers and your tickets are non transferrable.**

What payment types do you accept?

- All major debit and credit cards, except American Express over the phone and online.
- Cash only for walk up tickets
- We will accept a cheque for a group booking if it is received at least one week before your tour.

Are there concession tickets available?

- Yes, we have a concessionary rate for Students, senior citizens and children under 15.
- Please call 0844 5678 666 for group rates.

Can I arrange a group booking?

- Yes, group bookings can be made for 12 - 62 people.

Do I have to book in advance?

- It is advisable to book in advance as tours operate subject to demand and we cannot guarantee seats to be available on the door.

Cancellations and Refunds.

- We reserve the right to cancel or suspend services as deemed necessary and without issuing advanced notice. In the event of a

tour cancellation a full refund for tickets purchased, or transfer to an alternative tour is available.

- If the tour is stopped for some reason after the first half hour, we can offer you a place on another tour at a date convenient to you, or a refund.

Booking Accessibility

- To make our booking services more accessible we offer the following services:
 - ***By Typetalk:*** 0844 5678 666
 - ***By Fax:*** 0207 2406 133
 - If you have any queries please call us on: 0844 5678 666
 - E-mail us at:
www.info@ghostbustours.com.

Tour

What days do you operate?

- Tour frequency is subject to seasonal demand, please call 08445678 666 to check availability or check the Tour Info section of the website.
- We do not operate on the 24th, 25th and 26th of December.

Is the bus available for private hire?

- Yes, please download our e-brochure or call us on 0844 5678 666 and we can arrange something fantastic or ghoulish to suit you!

What are the tour times?

- Departure Time are: 6:00pm (October – March) 7:30pm, 9:00pm and 10:30pm.

Please note that tours operate subject to seasonal demand. Please check what time is available when booking.

Where does the tour leave from?

- Northumberland Avenue just off of Trafalgar Square, nearest tube is Charing Cross. Please see tour info on this website for a map.

How long is the tour?

- The tour lasts for an hour and fifteen minutes, nonstop.
- Please note there are no toilet facilities on the bus.

What is the Ghost Bus Policy on children?

- The Ghost Bus Tours are not suitable for young children.

- Children aged 15 and under must be accompanied by a paying adult.
- Only one child under 5 years old per adult may travel for free provided they do not occupy a seat to the exclusion of a fare paying passenger.

Bus Information

Is the Bus Wheelchair accessible?

- As the vehicles are a 1960's Routemaster buses, due to the design, it has not been possible to make the entrance wheelchair accessible.

- We can however, provide a ramp to assist those with mobility issues.

General Conditions

- Please see the terms and conditions page on our website.
- The Ghost Bus Tours take no responsibility for items left on the bus, personal items are carried at the owners risk and The Ghost Bus can take no responsibility for items damaged or lost.
- Smoking, eating and drinks other than bottled water are not permitted on the bus.
- We take customer safety and satisfaction very seriously; if you wish to contact us on a formal matter of complaint or concern please write to the *Operations and Strategy Manager* at the

following address: **The Ghost Bus Tours Ltd, 33
New Oxford Street, London, WC1A 1BH.**