

Terms and Conditions:

1. The Ghost Bus Tours are not suitable for young children.
2. Children aged 15 and under must be accompanied by a paying adult.
3. 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.
4. The ticket is valid for use on the Ghost Bus Tour only for the time and date stated on the ticket.
5. The bus cannot wait for latecomers; refunds will not be given although a transfer to another tour may be arranged subject to availability.
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 are non refundable and non transferrable.

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 a full refund for tickets purchased, or transfer to an alternative tour is 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 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.
12. 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.**

The Ghost Bus Tours Access Policy.

It is not the policy of the Ghost Bus Tours Ltd to discriminate in any way against employees or passengers regarding disability, gender, race, sexual orientation or religious beliefs.

The buses owned by the company are a 1960's Routemasters; consisting of a drivers' cab, a lower saloon and an upper saloon and is staffed by one conductor. The bus holds 56 or 62 seated passengers respectively, and absolutely no standing passengers.

The Ghost Bus Tours Ltd regrets that due to the design of the Routemaster it has not been possible to make the entrance wheelchair accessible. The Ghost 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, phone and fax booking facilities. A large print version of our terms and conditions and booking information can be downloaded from this website.

Please note:

1. The bus does not stop on route; the journey time is approximately 1 hour and 15 minutes.
2. There are no toilet or water facilities on the bus, but passengers may bring their own non alcoholic bottled drinks aboard.

The Ghost Bus Tours 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 Ghost Bus Tours 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 Ghost Bus Tours mailing list you can unsubscribe at any time and your details will be removed from the system.

The Ghost Bus Tours are responsible for all online transactions; the website is owned and managed by Ghost Bus Tours Ltd.