

# Student Account National Express Coachcard Terms

## 1. Introduction

This benefit is provided by National Express Group PLC (registered in England and Wales under number 2590560) and whose registered office is National Express House, Birmingham Coach Station, Mill Lane, Digbeth, Birmingham B5 6DD (**National Express**).

## 2. Registration

You are automatically registered for this benefit when:

- i. your account is opened;
- ii. you have registered for Online Banking; and
- iii. you have elected to receive e-statements.

## 3. What is a Coachcard?

- 3.1. A travel card which is valid for 4 years from the date you open your Student Account and which entitles you to:
  - 3.1.1. 1/3 off **Adult Standard Fares** on National Express coaches in the UK.
  - 3.1.2. 1/3 off **Adult Standard Fares** on Scottish Citylink coaches when booked through National Express.
  - 3.1.3. 1/3 off **Adult Standard Fares** on Hovertravel services when booked through National Express.
  - 3.1.4. 10% off **Adult Standard Fares** on Eurolines coach services.
  - 3.1.5. 10% off coach travel services to selected events and festivals, a list of which can be found at [nationalexpress.com/events](http://nationalexpress.com/events)

## 4. Are there any exclusions?

This benefit is subject to the following exclusions:

- 4.1. Your Coachcard can only be used for tickets in your name.
- 4.2. Your Coachcard is not transferable (i.e. it can only be used by you).
- 4.3. A maximum of four Coachcards can be used in a single booking.
- 4.4. Your Coachcard is not valid for the following fares:
  - 4.4.1. FunFares
  - 4.4.2. Multiride tickets
  - 4.4.3. Season tickets
  - 4.4.4. Any special offer fares or promotional fares
- 4.5. Your Coachcard is not valid on the following coaches:
  - 4.5.1. Hotel Hoppa
  - 4.5.2. Multiride
  - 4.5.3. Ulsterbus
  - 4.5.4. Any third party services (apart from Hovertravel and Scottish Citylink operated services)
- 4.6. Your Coachcard is not valid where accommodation or admission is included within the fare.

## 5. How do I make a booking?

- 5.1. You can make a booking once you have received your Coachcard.
  - 5.1.1. online at **nationalexpress.com**
  - 5.1.2. by calling 0871 781 8181 (all calls will be charged, please see **nationalexpress.com** for further details)
  - 5.1.3. from a driver
  - 5.1.4. at any National Express outlet or ticket machine. A full list of ticket outlets can be found online at **nationalexpress.com**
- 5.2. You can only make a booking if your Coachcard has not expired. Your Coachcard must be valid on the date of travel. The expiry date is shown on the back of your Coachcard.

## 6. What do I need to do when I arrive for my journey?

- 6.1. You will be asked to show the driver your Coachcard when boarding. Failure to show the driver your Coachcard will invalidate your ticket and you will have to buy a new ticket to travel.

## 7. What do I do if I lose my Coachcard?

- 7.1. If you lose your Coachcard you will be charged £5 for a replacement Coachcard. To apply for a replacement Coachcard, please contact us on **0844 620 2400**.

## 8. If your Student Account is closed

- 8.1. If your Student Account is closed at any time before your Coachcard expires, this benefit will be automatically cancelled at the end of that academic year and you'll no longer be able to use your Coachcard.

## 9. How to contact us

- 9.1. You can contact us about your Coachcard on **0844 620 2400**.

## 10. Contract and Coachcard Terms and Conditions

- 10.1. By opening your account you enter into a contract with National Express and become subject to these Terms. If you choose to use the National Express website or sign up to receive marketing directly from National Express, you will also be bound by the National Express Privacy Policy, which is available at **nationalexpress.com**

## 11. Your Information

- 11.1. NatWest will share your information with National Express in accordance with General Term 1 of the (NatWest Personal & Private Current Account Terms) to the extent needed for National Express to provide this benefit to you.
- 11.2. Any personal information you provide to National Express when making a booking will be used for the purpose of fulfilling your booking in accordance with Term 9.3 of the National Express General Conditions of Carriage and/or Term 9.4 of the Eurolines Conditions of Carriage, and in accordance with the National Express Privacy Policy. For further information, please refer to these additional terms at **nationalexpress.com**

## 12. Travel

- 12.1. All travel is subject to National Express' General Conditions of Carriage which can be found at **nationalexpress.com**