

Fflecsi Additional Conditions of Carriage

Updated 25th June 2020

Introduction

These conditions of Carriage (**Fflecsi Conditions of Carriage**) apply to fflecsi services provided by New Adventure Travel (NAT), in addition to their standard Conditions of Carriage. Notwithstanding the statement in the standard Conditions of Carriage that those Conditions constitute the entire agreement between NAT and its customers, both these Fflecsi Conditions of Carriage and the standard Conditions of Carriage shall apply in respect of use of any fflecsi service provided by NAT.

Where there is a conflict between the Fflecsi Conditions of Carriage and the standard Conditions of Carriage, the Fflecsi Conditions of Carriage shall prevail.

These Fflecsi Conditions of Carriage are subject to change from time to time and the updated version will be placed on the fflecsi website and at <https://www.natgroup.co.uk/conditions-of-carriage/>

Customer registration process

In order to pre-book the use of fflecsi services Customers may:

- download the fflecsi mobile application to a compatible tablet or smartphone and register for use of fflecsi services on the application.
- call the fflecsi customer helpline on 0300 234 0300

Each time you want to book or make changes to booked fflecsi services you will need to login to your account, call the customer service team or use the mobile application with your registered details.

Booking process and details

Transport for Wales operate the fflecsi booking process. Separate terms and conditions apply to the booking process and you will have agreed to these in making a booking on any fflecsi service. These Fflecsi Conditions of Carriage apply only to carriage on the fflecsi service, and not to the booking process.

Where you have made a booking, confirmation of the date, time and location of pick up for your travel will be provided in the following ways depending on how you have made the booking:

- **Fflecsi Application:** Confirmation of the customer's booking is saved on the fflecsi application where the customer can set reminders for travel if they have access to a smart phone or tablet. The application will also detail the bus vehicle registration, where the agreed pick up location is and a live estimated time of arrival. You can also request that an SMS be sent to the number provided when registering for fflecsi services.
- **Call Centre:** If a customer has used the call centre to make a booking, they will receive verbal confirmation from the booking agent about their journey details. A confirmation SMS can also be sent to the number that the customer provided when registering for fflecsi services. Additional SMSs will also be sent to the customer on the day of travel reminding them of the pickup location and the estimated time of arrival for the vehicle. If a journey is not available, the customer will be advised and offered an alternative where possible.

Customers are required to cancel any bookings which are no longer required or where they do not travel and customers should not make bookings for more journeys than they require.

Fares, ticketing and payment processes

Making a booking is free and there are no fees or charges for the customer to reserve their place on the bus. The booking process is not managed by NAT and NAT accept no liability in respect of the booking process.

Payment for journeys on fflecsi services shall be made in accordance with the standard Conditions of Carriage and the standard Conditions of Carriage shall also apply in respect of any other evidence of a right to travel, such as a concessionary pass.

It is your responsibility to have a valid ticket for the whole journey and to carry any associated identification required for the purchase of the ticket you hold, such as student ID, proof of age etc, with you whilst travelling.

Getting on and off the vehicle

The standard Conditions of Carriage section titled "Getting On & Off the Bus" shall apply. Customers are required to be at the relevant bus stop (including virtual bus stops) at the time specified in their booking in order to be picked up. Customers will be notified of their pick-up location and time as part of the booking process.

Customer Details

When boarding the bus, the driver may ask you to confirm the contact details that you used to make your booking. If you have made a booking and multiple people are travelling in your party, the driver may also request confirmation of the contact details for the members of your party too.

Virtual Bus Stops

In areas where bus stops are not close to where people want to get on and off vehicles there may be designated 'virtual bus stops' where customers can be picked up and dropped off, where it is safe to do so. If a customer is to be picked up from a virtual bus stop, the customer will be notified of the virtual bus stop location when their booking has been processed. Any changes to the location of the virtual bus stop will also be notified to the customer.

Customers without Bookings

Customers are able to make a journey on a fflecsi service without having pre-booked if they are travelling between fixed stops that are already timetabled on the fflecsi service or if they are carried as extra passengers accompanying others who have pre-booked. Customers who have not pre-booked may be refused travel on a fflecsi service if there is insufficient capacity on the vehicle taking into account all the pre-bookings for that journey or if letting the customer board the vehicle would delay the journey times of the existing pre-booked passengers by more than 20 minutes.

The Legal Bit

For the avoidance of doubt, the terms specified in the section of the standard Conditions of Carriage titled "Amendments" shall also apply to these additional Fflecsi Conditions of Carriage.