

Watford FC 2022/23 Coach Travel Terms and Conditions

- 1) Passengers are reminded that they must comply with the following Terms and Conditions whilst travelling on the official Watford FC coaches.
- 2) Coach tickets purchased for any coach travel event, are non-refundable once bought by the supporter. Supporters no longer wanting to use their purchased coach ticket should contact the Supporter Services team by calling 01923 223 023 or emailing supporters@watfordfc.com. If a new buyer of the purchased coach ticket can be found a refund will be issued.
- 3) Watford FC only allow supporters aged Under 18 to travel without an accompanying adult once written consent has been received. Please find the 'Travel Consent Form' at tickets.watfordfc.com and attach the completed form to your online supporter account. Tickets will not be sent out until the completed consent form has been received.
- 4) Each coach will have a steward that is responsible for the safety of supporters. You must comply with the reasonable instructions of the steward on the journey, including, for the avoidance of doubt, those relating to the compliance with any Government guidelines and/or reasonable instructions (as issued by the Steward or the coach operator more generally) including but not limited to public health and the transportation of passengers.
- 5) Smoking (Incl. electronic E-Cigarettes, will not be permitted on the coach. If you are smoking you will be ejected from the coach).
- 6) Hot food and hot drinks are not allowed to be taken on the coach.
- 7) Please ensure you use the rubbish bags provided for any litter you have.
- 8) Alcohol and illegal drugs are not permitted on the coach, this is a criminal offence and you can be arrested. Passengers will be checked by the coach stewards prior to boarding, refusal to this condition will mean individuals are not allowed to travel. If you are found to be in possession of alcohol and/or illegal drugs, you will be refused travel.
- 9) It is your own responsibility to collect all belongings at the end of your journey. Supporters can leave their belongings on the coach if the driver is happy with this however this is at your own risk. Watford FC or stewards on board will not be liable for any lost or stolen belongings.
- 10) The coaches will depart promptly to and from an away game as quickly and as safely as possible. We will not wait for any late supporters and will not take any responsibility for their welfare if they do not arrive on time for departure. All supporters are advised to arrive at their departure point no later than 15 minutes before the stated departure time. We strongly advise that supporters go directly to their designated coach straight after the final whistle, to avoid missing their return journey.
- 11) Service Stops: If a stop is required, please ensure you take note from the coach steward how long you will be stopping for to avoid being left behind.
- 12) Watford FC will not tolerate any foul, abusive, threatening or unacceptable behaviour. The coach steward has the right to refuse you to travel.
- 13) When there is a larger number of coaches travelling to an away fixture, we will run a Load'n'Go service. This will be marked on your ticket. Please ensure you return on the same numbered coach you travelled up on.
- 14) Mullanys and Watford FC have agreed 3 designated stops on the return journey before reaching Vicarage Road (this only applies if return is via the M1).
 - Stop 1, The Harvester, Watford, WD25 0LL.
 - Stop 2, North Watford Library, St. Albans Road, Watford, WD24 7RY
 - Stop 3, St. Albans Road, Watford, (Station Bridge).
- 15) Whenever the coaches are using the M1 northbound from Watford, please be aware that your coach may make an additional pick-up and drop-off at the Milton Keynes Coachway, close to M1 junction 14 MK16 0AA.

If you have any questions regarding your booking, please contact the Supporter Services team on 01923 223023 or via email on supporters@watfordfc.com