

Airport Bus Express Ltd – Terms and Conditions

1. About us

This website airportbusexpress.co.uk is owned and operated by:
Airport Bus Express Ltd.
Room 13, Stansted House, Stansted Airport, Essex
CM24 1AE
VAT Number 220 4443 55.
Registered in the UK 09272728
Email: info@airportbusexpress.co.uk.

If you need to contact us please use the details above or use the form on our contact page.

2. Making a purchase with us

- 2.1 Once you purchase the ticket, it is not refundable.
- 2.2 Once we have reviewed your order we will email you the e-ticket which can be printed out or saved on a smartphone, electronic device.
- 2.3 You must present your ticket before boarding our coaches.
- 2.4 Images of products on this website are for illustrative purposes only.
- 2.5 Whilst we try to be as accurate as possible, all information provided is approximate and provided in good faith.
- 2.6 This contract is covered by the English law.
- 2.7 By placing an order with us, you agree to and accept these terms, as well as our privacy policy and the terms of website use.

3. How to place an order

- 3.1 You can use our website to place an order by selecting the product you wish to buy and adding it to your basket. Items you do not require can be removed from your basket at any time.
- 3.2 Carriage charges will be shown prior to you placing your order.
- 3.3 You will be required to pay for the goods in full at the time of ordering.
- 3.4 We use secure payment facilities for online purchases. You can pay for your order by Visa, Mastercard or Delta/Connect.
- 3.5 Promotional prices only apply during the period stated.
- 3.6 All prices quoted on our website are in UK pounds and include Value Added Tax at the current rate.
- 3.7 Once your order has been confirmed, changes may not be possible or may incur additional charges.
- 3.8 Once your order is complete we will email you your e-ticket.
- 3.9 We use PayPal to collect and process transaction information, further details of PayPal's security policy can be found here: <https://www.paypal.com/tw/webapps/mpp/paypal-safety-and-security>

4. Your e-ticket details

- 4.1 Tickets are not refundable.
- 4.2 Every ticket displays a QR-code, which will be cancelled when travelling. Anybody you authorize may use your ticket if you cannot travel on the date booked.
- 4.3 If we change the price, the ticket is valid for 90 days following the price change.
- 4.6 Tickets bought online, which have a specific date and travel time, are prioritized for the specific time shown on the ticket. Passengers with pre booked tickets are required to be at the bus stop at least 15 minutes before the departure time.
However, if for any reason, passengers miss their booked bus service at the time specified on their ticket, they are allowed to board on any service during that specific day.

5. Cancellation and returns

5.1 Your ticket is non-refundable.

Important Notice! Passengers are kindly requested to schedule their trip early enough to be at the airport at least three (3) hours prior to their flight's departure. Airport Bus Express will not take responsibility for the passengers' late arrival at the airport and missing flights.