**CARLISLE UNITED SUPPORTERS’ TRUST – AWAY TRAVEL TERMS AND CONDITIONS**

# Booking & Payment

* Seats must be booked in advance and paid in full. One seat per member. Those wishing to travel as a ‘group’ need to book their own seats – this is so we have an accurate manifest of who is travelling.
* Proof of booking may be required to board.
* Members priority window of 72 hours will apply. If spaces are left, these will be made available to the wider fanbase.
* Members will receive a 10% discount for bookings via a code emailed to them.
* U16’s must be accompanied. Any attempting to travel solo will be refused prior to departure.

# Cancellations & Refunds

* All bookings are non-refundable.
* If you can no longer travel, your seat may be offered to a waiting list. If the organiser is able to sell the seat, a refund may be issued at the organiser’s discretion.
* If matches are postponed before travel, transfer to the re-arranged fixture is available. If a refund is requested, this will be processed within 7 working days of the amended fixture release date.
* If matches are postponed whilst travelling to, or upon arrival, no monies will be refunded.

# Departure & Return

* Supporters must arrive 15 minutes before departure.
* For the return journey, supporters must arrive no later than 15 minutes of the game ending or supporter’s being released from the ground if held back.
* The coach will not wait for late comers and the organiser is not liable for any consequential loss of alternative travel or other costs incurred.

# Passenger Conduct

* Follow instructions of driver/provided steward.
* No alcohol, smoking, vaping, or drugs in line with UK laws.
* Abusive or unsafe behaviour may result in refusal of travel without refund and/or a ban from future travel.
* The organiser reserves the right to refuse travel to any patron.

# Luggage

* Small bags overhead or in your footwell only.

- Organiser not responsible for lost/damaged belongings.

# Liability

- Travel at passenger's own risk. By booking, you agree to follow these rules and understand that breach may result in refusal of travel and exclusion from future trips.

- Passengers are advised to arrange their own travel insurance if they are concerned around valuable possessions.

# Changes to Travel

* The organiser reserves the right to change travel arrangements, departure times, departure points and other information. Any changes will be publicised to customers as soon as possible.