Live at Ludlow Castle 2027 Coach Shuttle Booking Terms and Conditions

Forest Coaches passenger information for tickets purchased through See Tickets

Please read this document before booking. These terms apply to Forest Coaches shuttle tickets for Live at Ludlow Castle 2027. The shuttle ticket covers coach travel only and does not include admission to the concert. By completing a booking, the lead passenger accepts these terms for everyone included in the booking and must share the information with them.

Important booking condition

Coach tickets are non-refundable if you change your mind, no longer wish to travel, miss the coach or use only part of the journey. This does not affect your statutory rights. The exceptions are explained in section 3.

Key journey information

Item	Details
Ludlow drop off and departure	Ludlow Brewery, The Railway Shed, Station Drive, Ludlow, SY8 2PQ
Walk to Ludlow Castle	Allow approximately 10 to 15 minutes. Crowds, gradients and town-centre surfaces may make the walk longer.
Mobility assistance	A minibus between Ludlow Brewery and the Castle is available only by prior arrangement for passengers with mobility needs.
Final routes and times	Issued approximately 2 to 3 weeks before the concert date.
All shuttle enquiries	Forest Coaches: 01432 607707, info@forestcoaches.uk or the Live at Ludlow Castle page at www.forestcoaches.uk

Booking terms and conditions

1 The service

Forest Coaches provides the coach shuttle service. See Tickets processes the booking transaction. The concert, admission arrangements and venue are operated separately and are not included in the coach ticket.

All questions about the shuttle service, including routes, accessibility, timetable changes and passenger requirements, must be directed to Forest Coaches.

2 Tickets and bookings

- A booking is confirmed only when See Tickets issues a valid booking confirmation or coach ticket.

- Passengers must provide an accurate email address and mobile telephone number and must check messages before travelling.
- Tickets are subject to availability, vehicle capacity and the booking deadline shown at the point of sale.
- Seats are not individually reserved unless Forest Coaches confirms otherwise.
- The lead passenger must ensure that every passenger in the booking knows the pickup point, departure time and these terms.

3 Refunds cancellations and changes

Coach tickets are non-refundable once purchased. No refund will be given because a passenger changes their mind, becomes unable to attend, misses the coach, is refused entry to the concert, uses only one part of a return journey or makes separate travel arrangements.

A refund will be provided where required by law. Forest Coaches will also refund the affected coach fare if it cancels the booked shuttle without providing a reasonable alternative, or makes a significant change to the booked pickup point or service that cannot reasonably be resolved.

If the concert is cancelled or postponed, Forest Coaches will confirm whether the shuttle is cancelled, transferred to a replacement date or otherwise changed. A concert cancellation does not automatically determine the coach booking; the status of the shuttle service will be confirmed separately. Any See Tickets booking or transaction fee is governed by the terms shown at booking.

4 Routes pickup points and timetables

- Routes and final timetables will be confirmed approximately 2 to 3 weeks before the concert date.
- Pickup times, vehicle types and route order may change according to passenger numbers, traffic management, road closures, venue instructions and operational requirements.
- Forest Coaches may combine routes, change the vehicle or use another appropriately licensed operator where necessary.
- If too few passengers book from a location, Forest Coaches may offer a nearby alternative pickup point. If no reasonable alternative can be provided, the affected coach ticket will be refunded.
- Requests for additional pickup points will be considered but cannot be guaranteed. A pickup point is available only when it appears on the booking confirmation or is confirmed in writing by Forest Coaches.

5 Passenger arrival and missed coaches

- Passengers must be at the correct pickup point at least 15 minutes before the stated departure time.
- Coaches cannot wait for late passengers. Forest Coaches may try to telephone a missing passenger but is not required to delay the service.
- A passenger who misses the outward or return coach must arrange and pay for alternative transport. The coach fare will not be refunded.
- If a passenger travels to Ludlow independently after missing the outward coach, they should contact Forest Coaches so their return place is not treated as unused.

6 Ludlow drop off and return departure

The planned drop-off and return departure point is Ludlow Brewery, The Railway Shed, Station Drive, Ludlow, SY8 2PQ. The walk to Ludlow Castle is approximately 10 to 15 minutes. Passengers should allow longer in crowds or if they walk slowly.

Return coaches will normally be scheduled to leave after the concert, with the exact time stated in the final timetable. Forest Coaches currently expects departures to be around 30 minutes after the advertised finish, but road closures, crowd management and changes to the concert running time may alter this. Passengers must follow the final instructions and directions from Forest Coaches staff.

7 Accessibility and mobility assistance

- Passengers who need assistance must contact Forest Coaches before travel so their requirements can be discussed and recorded.
- A minibus transfer between Ludlow Brewery and the Castle can be arranged in advance for passengers with mobility needs. It is not an automatic continuous shuttle and availability cannot be guaranteed without prior arrangement.
- Many coaches have steps. Vehicle type may vary, so passengers who cannot manage steps, use a wheelchair or need to carry a mobility aid must contact Forest Coaches before booking or as soon as possible afterwards.
- Forest Coaches will make reasonable efforts to accommodate passengers and mobility equipment, but safe carriage depends on the vehicle, equipment dimensions and advance notice.
- Assistance dogs may travel by prior arrangement. Other animals are not permitted.

8 Conduct on board

- Food and drink must not be consumed on board. Sealed containers may be carried but must remain closed.
- Smoking, vaping and the use of illegal drugs are prohibited.
- Passengers must follow the driver's safety instructions, remain seated while the vehicle is moving and use seat belts where fitted.
- Forest Coaches may refuse travel or remove a passenger whose behaviour is unsafe, abusive, threatening, intoxicated or likely to disrupt the journey. No refund will be given in these circumstances.
- Passengers are responsible for damage or exceptional cleaning costs caused by them.

9 Baggage and personal belongings

Passengers should bring only small personal bags that comply with the concert's entry rules. Large luggage cannot be guaranteed space. Personal belongings are carried at the passenger's risk and must not be left on the coach during the concert unless Forest Coaches expressly permits this. Prohibited, dangerous or illegal items will not be carried.

10 Delays disruption and breakdowns

Journey and arrival times are estimates. Traffic, road closures, weather, police instructions, crowd management and event changes may cause delays. If a vehicle breaks down or becomes unavailable, Forest Coaches will arrange a replacement vehicle or other reasonable transport as soon as practicable.

Nothing in these terms excludes or limits liability that cannot lawfully be excluded. Subject to that, Forest Coaches is not responsible for indirect losses, separate travel costs or missed arrangements caused by circumstances outside its reasonable control.

11 Contact details and passenger information

Forest Coaches will deal with all shuttle enquiries. Contact 01432 607707, email info@forestcoaches.uk or visit the Live at Ludlow Castle page at www.forestcoaches.uk.

Booking and contact information may be used to operate the service, prepare passenger lists and send important route or timetable updates. Passengers should review the privacy information shown during booking and on the Forest Coaches website.

12 Consumer rights

These terms do not affect any rights a passenger has under applicable consumer law. The contract is governed by the law of England and Wales.

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