Live at Ludlow Castle 2027 Coach Shuttle Frequently Asked Questions

Forest Coaches passenger information for tickets purchased through See Tickets

Please read this information before booking. This document answers common questions about Forest Coaches shuttle travel for Live at Ludlow Castle 2027. The shuttle ticket covers coach travel only and does not include admission to the concert. Keep the final route and timetable information sent before the concert, as it will contain the confirmed details for your journey.

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. Full conditions and exceptions are set out in the separate Booking Terms and Conditions.

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

Frequently asked questions

What does my coach ticket include?

It includes the Forest Coaches shuttle journey shown on your booking, normally outward and return travel. It does not include a concert ticket or admission to Ludlow Castle.

Where will the coach drop me off and collect me after the concert?

The planned drop-off and departure point is Ludlow Brewery, The Railway Shed, Station Drive, Ludlow, SY8 2PQ. Follow the final travel instructions because operational requirements may occasionally require a nearby alternative.

How far is Ludlow Brewery from the Castle?

Allow approximately 10 to 15 minutes to walk. The route uses town-centre pavements and includes gradients. Crowds may make the walk longer.

Will the walking route be marked?

Forest Coaches will provide route information and expects signs or staff directions to be available where practicable. Keep the final passenger instructions on your phone and follow event signage.

Is transport available between the Brewery and the Castle for passengers with mobility needs?

Yes. A minibus can be arranged in advance for passengers with mobility needs. Contact Forest Coaches before travel. It cannot be guaranteed if requested only on the day.

Will there be steps to board the coach?

Many coaches have entrance steps, and the vehicle type may vary. Contact Forest Coaches before booking if you cannot manage steps, use a wheelchair or will bring a mobility aid.

When will I receive my pickup time and route?

Final routes and timetables will be issued approximately 2 to 3 weeks before the concert date by email, text message or through the concert page at www.forestcoaches.uk. Check your contact details when booking.

How early should I arrive at my pickup point?

Be there at least 15 minutes before the stated departure time. The coach cannot wait for late passengers.

How long will the journey take?

Journey time depends on your pickup point, the number of stops, traffic and road closures. Routes will be planned to be as direct as reasonably possible. The final timetable will give the best available estimate.

How long before the concert will we arrive in Ludlow?

The timetable will be planned to allow reasonable time to walk from the Brewery and pass through event entry. Arrival times cannot be guaranteed because of traffic and event operations.

How soon after the concert will the coach leave?

The exact departure time will appear in the final timetable. Forest Coaches currently expects return coaches to leave around 30 minutes after the advertised finish, allowing passengers time to walk back to Ludlow Brewery. Follow staff instructions if the concert finishes late or road closures affect departure.

What happens if not enough people book from my area?

Forest Coaches may combine routes or offer a nearby pickup point. If your booked service cannot operate and no reasonable alternative is available, the affected coach fare will be refunded.

Can I buy my coach ticket at a later date?

Yes, if tickets remain available and sales have not closed. Capacity is limited, so your preferred pickup point or route cannot be guaranteed if you wait.

Can I pay cash or buy a ticket from the driver?

No. Tickets must be booked in advance through the authorised booking system. Drivers cannot accept cash or sell tickets at the pickup point.

Can I travel on the return journey only?

The standard ticket is a return ticket. You may use only the return journey if you already hold a valid ticket and tell Forest Coaches in advance so your seat remains on the passenger list. No refund is given for the unused outward journey.

Can I get a refund if I change my mind?

No. Coach tickets are non-refundable if you change your mind or can no longer attend. Refunds are available only where required by law or in the limited service-cancellation and significant-change circumstances set out in section 3 of the Booking Terms and Conditions.

Can I change my pickup point?

Contact Forest Coaches as soon as possible. A change may be allowed if the requested stop is on an operating route and space is available. Fare differences may apply, and a change cannot be guaranteed.

Can you add another village or accommodation pickup?

You can suggest a location to Forest Coaches, but additional stops depend on access, passenger demand, route viability and vehicle operating time. A request is not confirmed unless Forest Coaches agrees in writing.

What happens if the coach breaks down?

Forest Coaches will arrange a replacement vehicle or other reasonable transport as soon as practicable. Updates will be sent using the contact details supplied with the booking where possible.

What if I miss the outward coach?

Contact Forest Coaches immediately. The coach cannot return or wait, and you will need to arrange your own travel. If you still plan to use the return journey, tell Forest Coaches so your return seat remains on the list.

What if I miss the coach home?

Return coaches must leave at the stated time and cannot wait for passengers who are late. You will need to arrange and pay for your own transport home, and no refund will be given.

What if the concert finishes late?

Follow Forest Coaches staff instructions and check your phone. The return departure may be adjusted in coordination with the event team, but do not assume the coach will wait beyond the communicated time.

Can I eat or drink on the coach?

No. Food and drink must not be consumed on board. Sealed containers may be carried but must remain closed.

Are there public toilets in Ludlow?

Ludlow Town Council operates toilets at Castle Street Car Park near the Castle, normally open until 7pm, as well as other daytime facilities. Opening times may change. Use the concert facilities before leaving the venue because town-centre toilets may be closed by the return departure time.

Can children travel?

Passengers under 16 must travel with a responsible adult unless Forest Coaches has agreed otherwise in writing. The concert's own age and admission rules also apply.

Can I park at my pickup point?

Parking is not included in the coach ticket and is not guaranteed. Check local signs and obtain any necessary permission. Vehicles are left entirely at the owner's risk.

Can I bring luggage or leave belongings on the coach?

Bring only a small personal bag that complies with the concert's rules. Do not leave valuables or belongings on the vehicle during the concert unless Forest Coaches expressly confirms that you may do so.

Who should I contact with a question or accessibility request?

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