



## OFFICIAL AWAY COACH TRAVEL TERMS AND CONDITIONS

1. All passengers are reminded that they must comply with the following terms and conditions in relation to travelling on official West Bromwich Albion Football Club (“**Club**”) coaches to away matches. Failure to comply with these terms and conditions may lead to the Club refusing you travel (or you being ejected from the Coach where travel has already commenced), you being banned from official away travel in the future, and in some circumstances, you being banned from attending the Club’s home matches.
2. The Club allows supporters of 16 years of age and over to travel unaccompanied on the Club’s official travel to away fixtures. Children aged under 16 will NOT be allowed to travel on the away coaches without being accompanied by a responsible adult who is aged 18 or over. A maximum of two children under the age of 16 may travel with each responsible adult. Those aged 16 but under the age of 18 must provide a completed and signed parental consent form and submit this to the coach operator prior to travel.
3. All those travelling on an official away coach do so at their own risk and must behave in an acceptable manner.
4. The Club tries to ensure that pricing and other information relating to official away travel is always correct; however, errors may occasionally occur. If the Club becomes aware of an error relating to the travel that you have booked, the Club will inform you as soon as possible. In such circumstances, the Club will give you the option of either reconfirming your travel at the correct price/specification or cancelling it. If we are unable to contact you, we will unfortunately have to treat your booking as cancelled. If the booking is cancelled, we will provide you with a full refund. With this in mind, please ensure that your contact details held by the Club are kept up to date. Please see the Club’s privacy policy for more information about the data collected and for what purposes it is used.
5. Subject to paragraph 4 above, all Club travel is non-transferable and non-refundable.
6. We encourage disabled passengers to travel to away games. A limited number of wheelchairs can be accommodated on each coach. Wheelchair bookings must be made at least 7 days in advance of the relevant fixture to allow for the necessary adaptations to be made to the coach. Wheelchair passengers should also arrive more than 15 minutes prior to the journey to allow for the additional time required to board the coach. If you are a wheelchair user and wish to book accessible coach travel, please inform the Club’s ticket office at the time of booking so that the necessary arrangements can be made with the coach organisation on your behalf.
7. Disabled passengers who require the assistance of a carer (or ‘personal assistant’) must ensure that they are accompanied by their personal assistant on the coach at all times. Neither coach stewards nor fellow passengers can accept responsibility for looking after

disabled passengers, either during the journey or from or to the away stadium. If a disabled passenger is travelling on their own and the coach driver or coach steward, at their discretion, is not satisfied that the disabled passenger is able to look after themselves and requires the assistance of a personal assistant, the disabled passenger may be advised that it is not safe for them to travel and may be asked to leave the coach and not allowed to travel in the future without being accompanied by a personal assistant.

8. The Club will endeavour to ensure that each Club coach has a Club steward onboard. The Club's representative is not responsible for your safety. The coach driver is responsible for passenger safety and their decision is final.
9. All travel timings provided are subject to change. The Club will seek to notify you of any major changes to travel times. Neither the Club nor the coach operator can guarantee that you will arrive at the away match in time to watch the match (for example, there may be travel delays outside the control of the Club/coach operator). The Club is not responsible or liable for any delays to your travel arrangements and/or for your costs if the relevant away match is missed, delayed, postponed or rescheduled. Unless notified otherwise, coach travel includes travel to the designated coach park of the away club and return journey. It is your responsibility to arrange safe travel outside of this. The Club is not responsible for arranging onward travel.
10. Coaches will depart promptly to and from the relevant away match. We regret that we cannot wait for late passengers and do not take responsibility for their welfare if they do not arrive on time for departure (either at the start of the journey, the return journey and/or after a break in the journey (if any)). All travelling customers are asked to arrive 15 minutes before departure time or as otherwise directed by the Club and/or coach operator. If you are unable to travel, please inform the Coach driver and relevant Club steward as soon as possible. We strongly recommend that all supporters go directly to their designated coach straight after the final whistle to avoid missing the return journey.
11. Passengers and their belongings may be subject to search prior to entry onto a Club coach and/or at any time during travel. Refusal to agree to such search may result in travel being refused.
12. All passengers who travel on official Club coaches must:
  - (a) Carry their travel and relevant away match ticket with them at all times;
  - (b) Have adequate insurance cover in place;
  - (c) Carry photographic ID;
  - (d) Not travel against medical recommendation/advice;
  - (e) Not smoke (including vaping and other electronic cigarettes);
  - (f) Not carry or consume alcohol on the coach;
  - (g) Not carry or consume illegal drugs on the coach;
  - (h) Not carry any object capable of being construed or used as a weapon on the coach;
  - (i) Not bring and/or consume hot food and/or drinks onto the coach;
  - (j) Conduct themselves in a manner befitting a representative of the Club and not do anything which might bring the name and/or reputation of the Club into disrepute;
  - (k) Not participate in foul, abusive, threatening and/or unacceptable behaviour;

- (l) Not participate in any chanting of an indecent, racist, bullying, homophobic, obscene and/or any other discriminatory nature;
  - (m) Use the bins provided to dispose of any rubbish before leaving the coach (any fans not complying will be responsible for all clean up costs depending on the circumstances);
  - (n) Comply with all instructions from the Club steward and/or relevant coach driver, including any safety instructions;
  - (o) Remain seated and wear a seat belt for the duration of the journey for the safety of all passengers unless using the toilet or obtaining something from their baggage; and
  - (p) Not play loud music, shout, or do anything that is intended to cause a nuisance to others.
13. Passengers that appear to be under the influence of alcohol and/or drugs may be refused travel or onward travel.
14. Stopping for breaks is at the discretion of the relevant coach driver. Journeys are normally non-stop, save for some very long journeys, where a comfort break at a service station might be allowed by the coach driver. Please ensure that you take note of how long the stop will be to avoid being left behind. Choosing the location for breaks is the responsibility of the coach driver.
15. Any passenger that has been unwell on the coach will be responsible for the cleaning costs and may be refused onward travel (depending on the circumstances).
16. It is your responsibility to always look after your belongings and ensure that when you leave the coach you have all your belongings with you. The Club and coach operator recommend that no items are left on the coach. Any items left will be left entirely at their owner's risk. Neither the Club nor the coach operator will be responsible whatsoever for left, damaged, lost and/or stolen property.
17. The Club excludes liability for loss, injury or damage to persons/property suffered whilst travelling on an official Club away coach except in respect of (i) death or personal injury resulting from the negligence of the Club, (ii) the Club's fraud and/or (iii) any other liability of the Club which cannot be excluded under applicable law.
18. These terms and conditions are governed by the laws of England and Wales.
19. If you have any questions about official Club away travel, please contact the Club's ticket office on 0121 227 2227 or email [tickets@wbafc.co.uk](mailto:tickets@wbafc.co.uk).

v. July 2025