

PAFC Coach Travel Terms & Conditions

1. These conditions apply to all Coach Travel tickets purchased through Plymouth Argyle Football Club.

2. Tickets

2.1. Your Ticket – Your ticket is a record of our agreement to carry you on the journey stated on your ticket. Your Ticket is our property and shall be returned to us on request. If Your Ticket is purchased by someone else for you, it is a requirement that the name of the person using the ticket is supplied

2.2. Validity of Your Ticket

2.2.1. Travel permitted by your Ticket: Your Ticket permits you to make the journey as stated on your ticket.

2.2.2. Your ticket is valid only for the journey stated on the ticket(s).

2.2.3. Expiry of your Ticket: When your Ticket expires in accordance with Condition 2.2(b), it is no longer valid for travel.

2.3. Ownership of Ticket - Your Ticket remains our property at all times. If a Ticket is defaced, damaged or tampered with, or lost, it may not be valid for travel. We may at our discretion replace Your Ticket in such circumstances. Your Ticket provided we can confirm that is still valid and subject to Condition 6.3.

2.4. It is your responsibility to check that your ticket is correct You must check your Ticket for errors as soon as you receive it or, if you or someone on your behalf is purchasing it by electronic means, before it is purchased (and, in this section, “you” includes you and any person acting on your behalf) and to contact us if you consider that there are any errors, as explained below.

2.4.1. If your Ticket was issued to you in person or by post, then you should check your Ticket as soon as you receive it and bring any errors immediately to the attention of the person who issued the Ticket to you.

2.4.2. If you purchase an E-Ticket online, it is your responsibility to check the details to ensure that they are correct on the screen before payment is made and on your booking confirmation once received.

2.4.3. If you purchase an M-Ticket, it is your responsibility to check the details to ensure that they are correct on the screen before payment is made and it is your responsibility to check at the time of receipt that the text message on your mobile phone screen shows the correct date and time for your Journey.



2.4.4. If you believe that the Ticket we have sent or issued does not meet the information you provided at the time of booking, please contact us immediately and, at least, within the timeframes set out in paragraph (e) below. We will not be obliged to make any amendments to an E-Ticket or M-Ticket after booking, except where you can provide evidence (which we consider to be satisfactory in the circumstances) in order to demonstrate that an error was due to our fault or technical error. In all other circumstances, any amendment to an E-Ticket or M-Ticket will be made in accordance with Condition 3.5.

2.4.5. If you fail to inform us of any errors in respect of any Ticket within the earlier of: (i) the date 2 Working Days after your receipt or purchase of the Ticket; and (ii) the departure time of the Service, then your Ticket will be assumed to be correct. You must check the departure location and times shown on the Ticket as it is your responsibility to arrive at the correct departure point by no later than required under Condition 6.6.

3. Types of Fare & Travel Conditions

3.1. We offer a reduced fare if you hold one of our Miles Away Travel Club.

3.2. The Miles Away Adult fare applies to all those aged 18 and above

3.3. The Miles Away Junior fare applies to all those aged 17 & below.

3.4. All other fares are at a standard price for all age brackets

3.5. Under 16's are not permitted to travel without an adult. (Adult being deemed as Over 21). The Club reserves the right to refuse travel if the ticket holder is deemed to be under age or turns up without an adult. In such circumstance refunds/credit vouchers will not be issued

3.6. For the above, the relevant permission form must be supplied to the Home Park Ticket Office, either in person or via email tickets@pafc.co.uk. A copy of this form will also need to be shown on the day of travel to the steward, by the parent/guardian or responsible adult. Failure to supply will result in a refusal of travel and there will be no refund or credit for this.

3.7. For supporters aged 16/17 years, a Permission to Travel form needs to be completed and returned to the Home Park Ticket Office, alongside a signed Code of Conduct form. This can be given in to the Home Park Ticket Office in person or via email on tickets@pafc.co.uk. This is a once a season form, and we will check all phone numbers on this. This needs to be provided no later than 48 hours before your intended first trip. Failure to submit will result in a refusal of travel on the day and no refund or credit will be issued.



3.8. If you only require travel in one direction the full fare will apply. Please advise this at the point of booking or if booked online please email Tickets@paafc.co.uk once you have made your booking to advise.

3.9. Names and contact details are required for all passengers travelling. When booking online these can be assigned providing the client has a valid online account and is in your network. If they are not please email Tickets@paafc.co.uk once you have booked with their details. Tickets will not be processed without this.

3.10. If after booking you are unable to travel we advise you call the Home Park Ticket Office on 01752 907700 during office hours or email on Tickets@paafc.co.uk. It will be at the Clubs discretion as to whether a credit voucher is issued and you will be advised accordingly.

4. Coach Number & Seat

4.1. The first coach will be the coach which makes the stops at the designated pick up points as in

4.2. You will be advised of the coach that you are travelling on, on the morning of departure.

4.3. If you wish to be on a specific coach you will be required to contact the Ticket Office no later than 5 working days prior to the travel date; unless booking within this period.

4.4. Switching of coaches on the day is prohibited 4.5. You are not able to reserve seats.

5. Passenger Responsibilities

5.1. You must travel with a valid ticket. Your Ticket must be available for inspection at any time if requested by either the designate Coach Steward or the Coach Driver.

5.2. Travel without a valid ticket: You will be considered to not be travelling with a valid ticket if you:

5.2.1. Fail to produce Your Ticket for inspection when asked at any given point on the journey.

5.2.2. Do not have sufficient battery on your phone/device to display Your Ticket. We recommend you travel with a printed copy of Your Ticket as it may not always be possible to display Your Ticket.

5.3. Travel with a ticket you are not entitled to;

5.3.1. Effect of travelling without a valid Ticket: We will not allow you to board the Coach without a valid ticket.



5.3.2. Fraudulent Tickets: If we have reasonable grounds to believe that a Ticket has been fraudulently obtained or used we reserve the right to prevent you travelling. You will not be entitled to any refund in respect of any Ticket invalidated in accordance with this condition

5.4. Take Care of Your Ticket. - You must take care of Your Ticket, including by not losing, tampering with or spoiling Your Ticket and ensuring that any mobile device is sufficiently charged so that a ticket texted to your phone (M Ticket) or accessed via email (E Ticket) can be displayed at point of starting your journey and at all times during the journey.

5.4.1. Lost and Stolen Tickets: We will not be obliged to replace Your Ticket if it is lost or stolen. You will be required to purchase a new ticket (at the full fare if a reduced ticket) if you wish to travel.

5.4.2. Tampered with Tickets: We will not be obliged to replace Your Ticket if it is tampered with (including by any information altered or obscured in any way we consider is, or is likely to be, deliberate. If you wish to travel you will be required to purchase a new Ticket.

5.4.3. Spoiled, Damaged or Corrupted Tickets: If Your Ticket has been spoiled, damaged or corrupted in any way (including by it or any information on it being obscured in a way we consider is, or likely to be, accidental then we may, at the Club discretion, re issue the ticket for the relevant administration of fee of £2 per ticket. You will be required to provide us with proof of the booking and valid ID for us to be able to do this.

5.4.4. No Refunds: We will not give refunds in respect of any lost, tampered with or spoiled, damaged or corrupted tickets.

6. Departure Times

6.1. If departing from Home Park
6.1.1. All coaches depart from the Park & Ride perimeter road outside of the Devonport End and will leave this point at the time advertised on Your Ticket

6.1.2. Please ensure you arrive at least 15 minutes prior to this departure time. This allows time for Your Ticket to be checked and for the coach you are travelling on to be advised.

6.1.3. Under no circumstances will coaches wait beyond the departure time. Refunds/credit vouchers will not be issued against no shows.



6.1.4. If departing from any of the designated pick-up points:

- Ivybridge – Layby before Ivybridge, not on the slip road - @ 15 minutes after the scheduled departure time from Home Park
- Ashburton – 2nd Junction and in bus stop – @ 30 minutes after the scheduled departure time from Home Park
- Drumbridges – Bus stop on the slip road – @ 35 minutes after the scheduled departure time from Home Park
- M5, Junction 25 – Garage on the first left turning after coming of slip road - @ 70 minutes after the scheduled departure time from Home Park

6.2. Departure after the Final whistle

6.2.1. Coaches will depart from the away stadium @15 minutes after the final whistle.

6.2.2. The Coach Steward will advise the collection point at the point of drop off and it is your responsibility to make your way back to your coach promptly.

6.2.3. If it is reported that a coach is delayed due to a non-show or late return the Club may refuse travel in the future.

7. Seat Belts

It is your responsibility to ensure that you comply with the following seat belt requirements

7.1. If provided you must wear the seat belt provided at all times (this is required by law and for your own and others safety) You may still use the toilet facilities on board the coach but must refit your seat belt immediately on returning to your seat.

8. Mid Journey Breaks

Under the driving laws the coach will make mid journey stops at service stations. You will be advised as to how long this stop is for and the time you are required to be back on the coach. Please be punctual as coaches cannot be delayed. If we have a report that a coach is delayed by a late return this could lead to a refusal on future bookings.

9. Alcohol on Coaches Alcohol is not permitted on any coaches organised by Plymouth Argyle Football Club. This is in line with the Sporting Events (Control of Alcohol etc) Act 1985.

9.1. Any person attempting to bring alcohol onto an organised coach can be refused to travel. Refunds/credit vouchers will not be issued in the event of non-travel.

9.2. Any person caught drinking on an organised coach will be reported to the Club and a travel ban will be issued.



9.3. Any person deemed to be and reported as being in an intoxicated state on an organised coach could be subject to a Club Ban.

10. Fixture Changes

It is your responsibility to be aware of any changes to fixture dates and times. Plymouth Argyle Football Club constantly update their website and social media channels with these changes as soon details are known.

10.1. The Club reserves the right to the decision as to whether refunds or credit vouchers are issued in these circumstances.

10.2. In the event of a fixture postponement, once the Club has the rearranged date for the fixture, details relating to the return of coach tickets will be advertised.

10.3. Under no circumstances will tickets be accepted as returned after the date of the fixture.