

We hope you find Stagecoach X5 easy to use, however just in case, we have answered some of the frequently asked questions. Please select your question from the list below. If your question is not answered here then please feel free to contact us.

- 1.** Do I need to book a seat on X5?
- 2.** What are the ticket types on route X5?
- 3.** What are your prices?
- 4.** Can I purchase my tickets in a currency other than sterling?
- 5.** Can I buy tickets online?
- 6.** Can I cancel and/or get a refund?
- 7.** Can tickets be bought prior to travelling (in advance)?
- 8.** Can you use a credit card or cheque on the coach when paying for a ticket?
- 9.** Can you use concessionary passes on route X5?
- 10.** How long is an X5 period return valid for?
- 11.** Can I use a Cambridgeshire dayrider / megarider plus or my Oxford dayrider / megarider gold ticket on the X5?
- 12.** Where do X5 services leave from and arrive?
- 13.** National Express ticketing - what do I need to bring with me for my journey?
- 14.** I have a Megabus ticket - where can I board the X5?
- 15.** When does the X5 run?
- 16.** How can I get automatic updates on the X5 service?
- 17.** Does X5 offer insurance?
- 18.** What is your Wi-Fi policy?
- 19.** Can I take my bike or skis?
- 20.** Do your coaches take wheelchairs?
- 21.** What facilities do your coaches offer?
- 22.** Do all your buses have the extra facilities advertised?
- 23.** What is your luggage policy?
- 24.** Can buggies / pushchairs be taken on the coach?
- 25.** Can I take my dog on X5?
- 26.** How do I enquire about lost property?
- 27.** How do I give my comments and feedback?
- 28.** Who do I contact if I have a complaint?

1. Do I need to book a seat on X5?

You don't need to book tickets in advance; you simply turn up at the X5 stop and pay the driver as you board.

2. What are the ticket types on route X5?

Singles / returns (to be used on day of purchase) / period return (ticket valid for up to 3 months):

Adult - Anyone of 16 years old or over, up to 60 years old

Child - Anyone aged 15 years old or under

Concession - Anyone aged over 60 years old without an English concessionary pass, or a student with NUS, NUS Extra, ISIC or Oxford University/ Cambridge University photo ID card.

Day passes:

Adult - Anyone of 16 years old or over, up to 60 years old

Child - Anyone aged 15 years old or under

Concession - Anyone aged over 60 years old without an English concessionary pass, or a student with NUS, NUS Extra, ISIC or Oxford University/ Cambridge University photo ID card.

Family – up to 2 adults with up to 3 children

Longer term passes:

7 day, 28 day and 13 week

3. What are your prices?

Route X5 offers great value for money. The full range of options can be found by using the journey planner on the website or the “Tickets” button at the top of the page.

4. Can I purchase my tickets in a currency other than sterling?

Sorry, not at the present time.

5. Can I buy tickets online?

Single, return (to be used on day of purchase), period return (ticket valid for up to 3 months) and day passes are only available from our X5 drivers. 7 day and 28 day X5 passes are available online via the website.



6. Can I cancel and/or get a refund?

Please refer to our refund policy for more details. Refunds are NOT available from our drivers or at the travel shops. We reserve the right to refuse refund requests.

7. Can tickets be bought prior to travelling (in advance)?

Single, return, period return and day passes are only available from our X5 drivers on the day of travel. 7 day, and 28 day X5 passes can be bought in advance and are available online via the website. Having an X5 pass does not guarantee you to a seat on the journey you want to travel on.

8. Can you use a credit card or cheque on the coach when paying for a ticket?

Not at the present time, we accept cash or appropriate Stagecoach vouchers only.

9. Can you use concessionary passes on route X5?

If you are an English concessionary pass holder generally you can travel for free after 9.30am Monday to Friday and at any time at the weekend - just place your card on top of the ticket machine, and tell the driver where you're travelling to. However, some local authorities allow travel before 9.30 – please check with them before you travel. Non-English concessionary pass holders are not entitled to free travel and must pay the concession rate – see X5 times and fares section of the site for prices. If you are unsure then please check with your local authority for specific terms of use.

10. How long is an X5 period return valid for?

If you buy a period return you must make your return journey within 3 months of the initial journey. You can use the website journey planner to check prices.

11. Can I use a Cambridgeshire dayrider / megarider plus or my Oxford dayrider / megarider gold ticket on the X5?

On the X5 the Cambridgeshire dayrider / megarider plus ticket is valid between Cambridge and Eaton Socon only. The Oxford dayrider / megarider gold is valid between Oxford and Bicester only on X5. If you intend to travel the rest of the route please purchase an East dayrider / megarider gold. Your driver will be happy to advise you.



12. Where do X5 services leave from and arrive?

Route X5 leaves from and arrives at strategic locations between Oxford, Bicester, Buckingham, Milton Keynes, Bedford, St Neots and Cambridge. Full details of our departure and arrival points, including maps and stop specific timetables, can be found on the X5 section of the website.

13. National Express ticketing - what do I need to bring with me for my journey?

If you order online print off of the ticket that has the X5 section on it and show it to the driver. If you buy a connecting ticket on a National Express coach simply present your ticket to the X5 driver.

14. I have a Megabus ticket - where can I board the X5?

If you have a Megabus ticket you can only board the X5 coach in Oxford Gloucester Green or Cambridge Parkside.

15. When does the X5 run?

The full timetable for route X5 can be viewed online by visiting the X5 section of the website or by using the journey planner on the website.

16. How can I get automatic updates on the X5 service?

We can email you automatically if there are roadworks, problems, changes to timetables, promotions or offers on the X5. To register for the updates, visit the X5 section of the X5 website

17. Does X5 offer insurance?

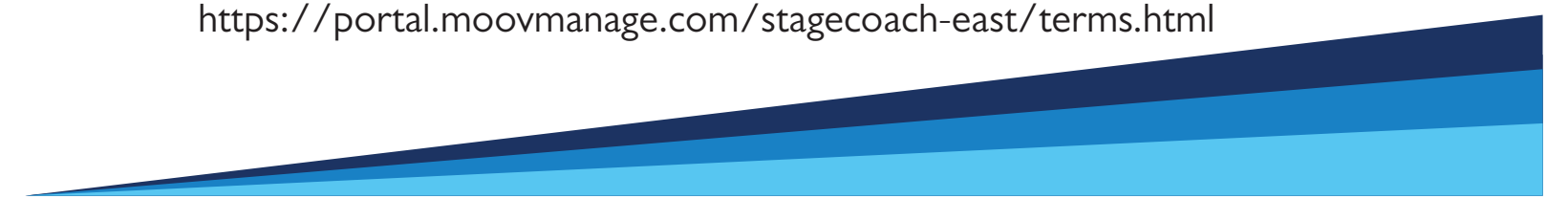
Insurance is purchased by the company in accordance with our legal responsibility. All legal liabilities to third parties, to include damage to property and personal injury, are covered.

There is no insurance cover provided for loss, damage or injury where the bus company has not been negligent. Personal travel insurance would provide passengers with such cover.

18. What is your Wi-Fi policy?

Click here for a link to our on board Wi-Fi policy.

<https://portal.moovmanage.com/stagecoach-east/terms.html>



19. Can I take my bike or skis?

We have a large storage area on each coach where bikes or skis can be placed during the journey. If the coach/storage area is full then customers must wait for the next coach. Up to two cycles may be carried at any one time, subject to available space. Cycles must be placed in the central section of the luggage hold, and be lifted into place by the cycle owner, not the driver.

20. Do your coaches take wheelchairs?

Every one of our luxury coaches will be able to carry a wheelchair. Not all X5 stops are suitable for the wheelchair lift to be deployed. Please see the X5 stops section of the site for details.

We must stress that we can only carry one open wheelchair per coach. If the wheelchair space on the coach is already in use then the customer must choose a suitable alternative journey to travel on.

Please note, for safety reasons the coach can only carry wheelchairs of a standard size. Electric wheelchairs with large battery packs to the rear might not fit on the coach. Although you are not required to advise which coach you will be using, we do recommend you contact us in advance to advise us which service you intend to use. Please call 01234 220 030 for more details.

On occasions due to circumstances beyond our control we may have to run alternative vehicles that do not offer wheelchair accessibility.

21. What facilities do your coaches offer?

On each X5 coach we have:

Luxury coach seats with seatbelts

Air conditioning

Toilet & washroom facilities

Power points for laptops

Dedicated space for a wheelchair

Free Wi-Fi internet access

22. Do all your buses have the extra facilities advertised?

On occasions due to circumstances beyond our control we may have to run alternative vehicles that do not offer some or all of the facilities advertised.



23. What is your luggage policy?

In the interest of safety and comfort of all of our customers, we restrict the size, type and quantity of luggage or other belongings which you can bring onto our coaches and reserve the right to refuse permission for you to bring any item onto our coaches.

On our X5 coaches, larger bags and suitcases up to a maximum weight limit of 20kg should be presented to the driver for storage in the under floor lockers. Only the driver may store or remove luggage from the locker.

You remain responsible for any items that you bring onto our coach. you may not be allowed to travel if, for example, the available space for carriage of luggage is full, or, if, in the opinion of the driver, your luggage or belongings will block the gangways and access to emergency exits on the coach. We cannot be held responsible for any loss or inconvenience to you if you are refused travel under these circumstances.

Our liability for luggage is limited to £100 per passenger and you are advised to ensure that you have proper insurance if your luggage is worth more than this.

We reserve the right to request that you open any article of luggage for inspection by the driver or other company officer in your presence if, for reasons of security, it is considered necessary to do so.

Fragile items such as electronic goods, portable televisions, computers, radios etc will only be carried if they are of reasonable size and securely packed. We will not be responsible for damage to such items however caused.

Paint may only be carried in original and properly sealed containers of 5 litres or less. If you are carrying sealed tins of paint please ensure this is in a plastic bag.

Certain items cannot be carried under any circumstances in the interest of safety. These include accumulators, explosives, ammunition, weapons and combustible or otherwise hazardous materials including petrol.

If you are unsure that the item you wish to carry complies with the terms outlined above, please contact us for clarification.

24. Can buggies / pushchairs be taken on the coach?

Buggies and pushchairs can be transported on the coach but they must be folded up and stored in the luggage hold, not brought on the coach.



25. Can I take my dog on X5?

Dogs are allowed to be carried, but at the owner's own risk. They are carried on condition that they are clean, on a leash, under proper control and do not cause inconvenience or annoyance to other passengers. They must not be placed on passenger seats. The owner will be responsible for any injury caused to another passenger through failure to comply with these conditions. Ultimately it is the drivers decision where he/she deems the dog suitable for carriage.

26. How do I enquire about lost property?

Ring us on 01234 220 030 between 8.30am and 4pm, Monday to Friday, so that we can deal with your item of lost property more efficiently.

27. How do I give my comments and feedback?

Simply visit the contact us section of this site.

28. Who do I contact if I have a complaint?

If you have a complaint please use call, email or write to us. Our contact details can be found under 'contact us' at the top right of the website. We will try to do our best to resolve any issues, however if you are unhappy with our response you may also contact Bus Users UK, a proactive group giving bus passengers a voice across the country at:

Bus Users UK, Head Office, Terminal House, Shepperton TW17 8AS

www.bususers.org

