



Big Green Coach – updated 29th April 2020

Covid-19 statement regarding all 2020 events and what it means to our customers

In response to the many postponements and cancellations of events in 2020, Big Green Coach want to clarify our position on affected customer bookings.

It's important to state that all Big Green Coach bookings are made under our own terms and conditions. These are very clear and state that all bookings are non-amendable and non-refundable. However, the current situation with Covid-19 Coronavirus has entered us into unprecedented times and we need to act in the best interests of our staff, our customers and the wider industry.

For any customers who have purchased an event entry ticket alongside their coach travel ticket – these entry tickets are purchased under the terms and conditions of the event. As a result, your options for these tickets will follow the decisions of the individual event owners. We will pass on this information as and when we receive it from our event partners.

Details on changes to bookings for all coach travel tickets booked via Big Green Coach:

POSTPONED EVENTS

- for any event that postpones to a date later in 2020 or 2021, we will automatically move all customer bookings to this new event date for no charge. Our coach services will operate exactly as they would have done for the original date and all tickets to travel will be valid for the new date.
- if you wish to cancel your booking rather than move to the new date then we will offer the full face value of the coach seat you purchased as a credit on your personal BGC account to be used on any future BGC event.

What is your process if my booking is affected by a postponement?

Our customer service team will contact you directly via email. The process for transferring your entry tickets and coach seats is automatic. You do not need to contact us to do this. You will be able to log into your Big Green Coach account and see the new dates and your confirmed booking.

If you are unable to attend the new date, please get in touch with our customer service team and you will be sent a short form to fill in. Please use customerservice@biggreencoach.co.uk to contact us and please bear with us as we are extremely busy at this time.

CANCELLED EVENTS

- for any event that cancels entirely in 2020 and does not offer the opportunity to transfer tickets to a future event, we will offer the full face value of the coach seat you purchased as a credit on your personal BGC account to be used on any future BGC event.
- Entry ticket refunds will be issued in accordance with the event terms and conditions.

What is your process if my booking is affected by a cancellation?

Once an event announces a full cancellation, i.e. gives no opportunity to transfer tickets to a future event, our customer service team will contact you directly via email to confirm this. Your entry ticket refund will be processed according to the terms and conditions of the event. For your travel ticket, we will offer the full face value of the coach seat you purchased as a credit on your personal BGC account to be used on any future BGC event. This process is completed automatically and you do not need to contact us to do this.

****Important information regarding credit**** all travel ticket refunds are issued in the form of a credit on your personal Big Green Coach account. These can be redeemed on any Big Green Coach product up until a deadline of 31/03/2022. The exact process for this will be detailed to all customers as soon as possible. Please bear with us at this time and await instructions via email from our Customer Service team. As long as the credit is redeemed by 31st March 2022, this credit can be used on ANY event we work with in 2020, 2021 and 2022.

Why can't you give me my money back?

These are unprecedented times for small businesses in the UK. Big Green Coach are a small team of staff based in Birmingham and like much of the live music, festival and wider leisure industry we are being hit hard by the current situation.

If we were to simply refund everybody in full at this time, then there would be no Big Green Coach going forward. We have worked hard to build ourselves a great reputation within this industry over the past 11 years and we humbly ask for your patience and understanding at this time.

Big Green Coach and the entire live music industry can survive this situation, but it will take the understanding and help of festival and concert goers to get to this point. Insurance does not cover us for this kind of situation.

The UK live music and festival scene is the best in the world. It offers the UK public an enormous choice of diverse events to attend every year and it's vital we protect that for future years and generations.

The whole of the Big Green Coach team: Danny, Kevin, Holly, Samantha, Jasmine, Dom, Natalie, Solomon, Paul, Jaq, John, Simon and Kelly (plus the hundreds of seasonal workers we bring in each year to help deliver our services at the festivals), sincerely thank you for your support at this time and over the last 11 years.

We look forward to welcoming you on board one of our coach services very soon.

Stay healthy and happy

The Big Green team

