



Ambassador Cruise Line Regional Transfers Terms and Conditions

All coaches will be equipped with air conditioning, seatbelts, a WC and will be “Non-Smoking”, including the use of electronic smoking devices & e-cigarettes.

Prices quoted for your chosen route is for 1 person and 1 suitcase. Additional suitcases may be carried at the additional cost of £8.00 per case, limited to 2 cases per person in total. Please be advised that there is a **weight limit of 23kg (50lbs) per item**, to meet the health and safety requirements for drivers handling luggage.

Wheelchairs and Scooters will be charged at £8.00 per item and must be collapsible. If you have booked one of our Disabled cabins, then you will not be charged to bring your wheelchair/scooter onboard the coach. Walkers may be carried at no additional cost providing they are foldable.

One 20-minute comfort stop will be made for journeys of 4 hours or less. For journeys of 6-7 hours, the comfort break will be extended to 30-45 minutes (traffic allowing).

All bookings are subject to Ambassador Cruise Line’s Booking Terms and Conditions.

1. Guests are required by law to wear seatbelts whilst the vehicle is in motion, except for in emergencies.
2. Guests may visit the WC whilst the vehicle is in motion, it is the responsibility of each individual guest to know that moving around the vehicle at any time may risk harm to yourself or others.
3. Wherever possible Wi-Fi enabled coaches will be used subject to availability but cannot be guaranteed.
4. Guests should allow plenty of time and report to their designated pick-up point at least 20 minutes prior to the time given. Coaches are unable to wait for guests who have not arrived by the time the coach is ready to depart.
5. Ambassador Cruise Line welcomes guests onboard our coach transfers with disabilities. However, we do need to be made aware of any such disability at the time of booking. We kindly advise that whilst the driver may give assistance to passengers with disabilities, this does not extend to the actual physical handling of the guests concerned. Please note that if wheelchairs are taken, these must be collapsible and stored underneath the coach when travelling.
6. Guests will be provided with their allocated time of pick up, along with the designated pick-up point via our ‘My Ambassador Sailing’ or the ‘My Ambassador App’ approximately 21 days prior to departure however, please note that these may be subject to change until 48 hours before.
7. Some routes will have an early morning pick-up and evening drop off times after the cruise.
8. Cancellation of your coach transfer will be chargeable at a cost of £5.00 per person, if cancelled up to 14 days before departure. Once within 14 days of the sailing date, the coach will be cancelled at full charges.
9. It is prohibited to carry or consume any form of alcohol or illegal drugs.

10. We do not provide or sell refreshments onboard our coaches, but you are more than welcome to bring your own drinks (with a lid if they are hot) and cold food with you. For longer journeys, the coach will make refreshment stops at service stations and rest areas, where you are free to make use of the facilities.
11. We have allowed for sufficient time for our arrival in to the Port of Tilbury however, there may be insufficient spare time in the event of road traffic accidents, road closures, diversions enroute, poor weather conditions or other unforeseen circumstances. Therefore, Ambassador Cruise Line cannot be held responsible for any such delays. The drivers will be in communication with the staff at the terminal and will inform them of any delays encountered. It is solely at the discretion of Ambassador Cruise Line as to whether they will delay the departure of the ship for late arriving guests.

Should you encounter any problems on the day of your coach transfer, please contact our Always Here : 24/7 Emergency Support Team on 01708 973 601 or email alwayshere@ambassadorcruiseline.com. Please note that this telephone number and email address will not be in service until cruise operations begin in April 2022.

Ambassador Cruise Line reserve the right to cancel any of the regional transfer routes, if minimum numbers are not reached, guests will be advised no later than 21 days prior to departure. A full refund for the cost of the transfer will be given.