



CHELTENHAM TOWN FOOTBALL CLUB – ROBINS TRAVEL CLUB TERMS AND CONDITIONS OF MEMBERSHIP AND CONDITIONS OF CARRIAGE

Last reviewed and updated: March 1st 2024

- 1) Passengers are reminded that they must comply with the following conditions of carriage while travelling on the official Cheltenham Town Football Club 'Robins Travel Club' coaches.
- 2) Each coach will be stewarded by a Robins Travel Club representative nominated by Cheltenham Town Football Club. The steward will have been fully briefed ahead of the away fixture and their decisions are final.
- 3) Coaches will depart promptly to and from an away fixture. Cheltenham Town Football Club cannot wait for any late passengers and do not take responsibility for their welfare if they miss departure. All passengers are advised to arrive 15 minutes prior to the scheduled departure time.
- 4) Coaches will depart and return to Whaddon Road where free car parking is available. Depending on the nature of the journey, pick-ups and drop-offs may be permitted from Cheltenham town centre (Royal Well/The Brewery/Hewlett Road), Gloucester Road (GCHQ) and Tewkesbury Road (Sainsbury's), at the discretion of Cheltenham Town Football Club and the on board steward. Passengers are not permitted to request specific pick-up or drop-off locations.
- 5) The steward will issue passengers with a pre-agreed set of safety announcements upon departure.
- 6) The steward is expected to provide passengers with relevant advice and information while travelling to the away fixture but will take no liability for any incorrect information issued.
- 7) Passengers are expected to liaise with the steward with any on board questions or concerns before speaking with the driver in order to reduce the risk of distraction.
- 8) Passengers may not request comfort breaks at service stations. In the case of an emergency, passengers are advised to speak to the steward immediately.
- 9) A comfort break may be incorporated into the journey at the discretion of Cheltenham Town Football Club, particularly in the instance of especially long journeys.
- 10) The law dictates that after four-and-a-half hours of driving, the driver must take a mandatory 45-minute break. Cheltenham Town Football Club take no responsibility for any inconvenience or delay that this may cause.
- 11) Cheltenham Town Football Club take no liability for any delay that is caused to a journey by a circumstance that is beyond reasonable control.
- 12) All supporters are expected to disembark the coach upon arrival at the away stadium or designated drop-off location immediately and in an orderly fashion. Passengers are not permitted to remain on board the coach unless the driver has given his/her agreement. Cheltenham Town Football Club cannot guarantee the distance of the drop-off location from the away ground, although the steward will provide instructions and any relevant local information.
- 13) No payment will be accepted on the day of travel. Payment must be received by 3pm on the working day prior to the fixture.
- 14) Robins Travel Club coach tickets are non-refundable. Furthermore, no refund will be issued to any passenger who misses departure or decides not to travel.

- 15) Coach seats will be reserved for regular Robins Travel Club members upon request until one week prior to travel. If payment is not received by this time, seats will be made available for general sale.
- 16) Cheltenham Town Football Club reserve the right to:
 - a. Refuse to operate an executive coach to any away fixture;
 - b. Cancel tickets or coaches without notification prior to departure for a full refund;
 - c. Refuse Robins Travel Club membership applications and revoke membership.
- 17) Passengers are required to present their ticket for inspection before boarding the coach. Any passengers collecting a ticket on the day of travel from the steward must provide proof of identity.
- 18) Cheltenham Town Football Club and/or the on board steward reserve the right to alter the coach seating plan without notice.
- 19) Coaches will be equipped with a fully-working on board toilet. If the toilet is deemed to be out-of-order, a comfort break may be incorporated into the journey at the discretion of the steward.
- 20) It is a legal requirement for passengers to wear a seatbelt at all times, providing that they are fitted to the vehicle. Passengers aged 14 or over are responsible for this and Cheltenham Town Football Club accept no liability for failure to comply.
- 21) Smoking, including electronic cigarettes, will not be permitted on the coach. Any passenger found to be smoking may be ejected from the coach.
- 22) Strictly no alcohol is to be brought onto or consumed on the coach. Anyone caught bringing alcohol onto or consuming alcohol on the coach may be refused travel or removed from the coach. Passengers are reminded that it is illegal to bring alcohol onto a coach travelling to a designated sports event.
- 23) Passengers who appear to be under the influence of alcohol may be refused travel by the coach steward.
- 24) Hot and/or greasy food is not to be brought onto or consumed on the coach. Hot drinks are permitted but must be carried in a safe container.
- 25) The coach steward has the authority to search any bags or belongings to ensure compliance with the above conditions of travel. Refusal to be searched may result in refusal of travel by the steward.
- 26) Any items that are left on the coach will be entirely at the owner's risk. Cheltenham Town Football Club and the coach operator will not be liable for lost or stolen property.
- 27) The driver and/or steward is permitted to suspend the journey indefinitely in the case of a vehicle failure, safety-critical situation or passenger incident. The coach operator will be responsible for ensuring that the journey is completed in the case of a vehicle failure.
- 28) Cheltenham Town Football Club take no liability for any personal injury sustained on board a Robins Travel Club coach.
- 29) In accordance with EFL and government guidelines, Cheltenham Town Football Club allows supporters aged 14 and over to travel unaccompanied to away fixtures.
- 30) Those travelling on Robins Travel Club coaches do so at their own risk and must behave in an acceptable manner. Failure to do so may result in a ban from travelling on coaches provided by Cheltenham Town Football Club in the future.
- 31) Cheltenham Town Football Club will not tolerate the following behaviour under any circumstances towards the driver, steward or other passengers. Any persons behaving in such a manner may be ejected from the coach and may be banned from travelling to future fixtures:
 - a. Engaging in foul, abusive, intimidating, threatening or unacceptable behaviour;
 - b. Taking part in any chanting of an indecent, racist, homophobic, obscene or discriminatory nature;
 - c. Acting in a manner that is deemed detrimental to Cheltenham Town Football Club.
- 32) Disabled supporters requiring wheelchair assistance are asked to please inform the Ticket Office at the time of booking so that Cheltenham Town Football Club can liaise with the coach operator to ensure that reasonable adjustments are made.
- 33) By travelling with the Robins Travel Club, all passengers acknowledge that photographic images and/or audio-visual recordings may be taken of them and may also be used, by way of example and without limitation.

- 34) Any passengers with questions regarding travelling with the Robins Travel Club are advised to speak to one of the on board stewards or contact the Ticket Office on 01242 573558 or by email at tickets@ctfc.com.
- 35) In order to be GDPR compliant, the email addresses and phone numbers of Robins Travel Club members and any other passengers will only be used internally by Cheltenham Town Football Club and will not be sold to external companies.
- 36) If a match is called off after the travel club has departed refunds will not be available, however supporters will be offered a discount on the cost of travel to the re-arranged date.