

Big Green Coach Pre-Payment Plan Terms & Conditions

1. These terms and conditions apply to your purchase of a ticket for Big Green Coach on the Pre-Payment Plan. They are in addition to the standard ticket terms and conditions and privacy and cookies statement which will also apply.
2. To purchase a ticket through the Pre-Payment Plan you must be 18 or over and have a valid credit/debit card issued in your name.
3. Purchasing a ticket for Big Green Coach on the Pre-Payment Plan allows you to pay for the ticket via instalments over a set period of time on or around the dates detailed on your booking form and available on to view in your account.
4. The total price of your Big Green Coach ticket will be as detailed on your booking form, this is made up of (i) the face value and (ii) the booking fee, pre-payment plan fee and e-delivery charges (together "Additional Fees"). The Additional Fees will be charged to your credit or debit card together with the first instalment of the face value of the ticket (the level of which is as detailed in your booking form). Each instalment thereafter will be deducted on a monthly basis after that without prior notice to you.
5. The Pre-Payment Plan requires that a full commitment is made to purchase a ticket and pay the full ticket price plus Additional Fees when the first instalment is made.
6. The transaction will be completed only once your payment of all instalments have been processed. If our ticket provider (Big Green Coach) are unable to collect payment, they will contact you via email and/or telephone. If following this they are still unable to collect payment, we may cancel your purchase without further notice, in which case the ticket will be void. This means that you will not receive the ticket(s) and you will not receive a refund for any previous instalments, or Additional Fees, once the ticket has been cancelled.
7. Unless stated otherwise in the standard Terms and Conditions, the booking fee and all instalments are not refundable under any circumstances.
8. If you wish to pay the above instalments on dates earlier than those set out in your booking form, please contact Big Green Coach on customerservice@biggreencoach.co.uk. If you wish to pay off your balance early, you can do so by logging in to your account at <https://bgc.kaboodle.co.uk/>.
9. Please make sure that the credit or debit card details provided are correct and that such card will not expire before the date the final instalment is due. If the credit or debit card does expire or is lost or stolen, please contact us on customerservice@biggreencoach.co.uk to update your details.