



Ambassador Cruise Line
London Victoria Coach Service - 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. All bookings are subject to Ambassador Cruise Line’s Booking Terms and Conditions.

1. Full payment is required 90 days before the sailing date, or at the time of booking if less than 90 days.
2. Cancellation between 89 & 14 days before sailing will be subject to a £5.00 per person administration fee.
3. Any monies due to be refunded can either be applied as onboard credit, or via the credit/debit card used for purchase.
4. Once within 14 days of departure, 100% charges will apply, and no refund will be applicable.
5. No single suitcase can weigh more than 23kg. (Maximum size 75cm x 50cm x 32cm)
6. 1 piece of hand baggage per person must (Maximum size 45 x 36 x 20cm)
7. Front seats cannot be reserved.
8. Guests are required by law to wear seat belts whilst the vehicle is in motion, except for in emergencies.
9. 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.
10. 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 traveling.
11. It is prohibited to carry or consume any form of alcohol or illegal drugs.
12. 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.
13. 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.

Ambassador Cruise Line reserve the right to cancel the London Victoria coach transfer, 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.