



FAQs

LONDON TO BRIGHTON OFFROAD 2017 TRANSPORT

Where will I be collected from?

Morning service to take you to the start line:

Hove Lawns
Brighton
BN3 2LS

Afternoon Services to take you back to London after the event:

Hove Lawns
Brighton
BN3 2LS

What time?

Morning Service:

Departure will be at 6.30am sharp, however loading will be available from 5.30am. The journey is approximately 1hr and 10 minutes, so please expect to be ready to start the event from 8.30am once your bike has been unloaded.

Afternoon Service:

There will be two coach services in the afternoon.

Service 1 will leave at approximately 4.30pm but will begin loading from 3pm.

This will be first come first serve for any ticket holders, once this coach is full it will depart and all other ticket holders will have to wait for the next service.

Service 2 will leave at approximately 8pm which is the finish cut off time for all riders.

This coach will begin loading from around 7pm, and as with the first service, will depart once full.

Please be prepared to encounter a short wait whilst loading each coach.

How much are tickets?

Each service will cost **£30.00**. This covers transport for yourself and your bike for the service you have chosen.

Closer to the event date this travel ticket price may be subject to a price increase so please be aware and book early.



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What about my bike?

Your ticket will cover transport for you and your bike. Your bike will go on a lorry and you'll travel on a coach. The lorry will travel at the same time as the coach.

Will my bike get damaged?

Bubble wrap will be provided for you to cover your bike – but please be aware that use of this transport service is done at your own risk and the British Heart Foundation accept no liability for any damage that may be incurred during this service.

Will I have to load the bike myself?

There will be staff and volunteers on hand to help you load your bike onto the lorry and from the lorry at the other end. You will be responsible for wrapping/unwrapping your own bike in bubble wrap; however, we will help with this if we can.

Where will I be dropped?

You will be dropped to the start site for each of the services. Please make sure you have planned your way home from this point.

Where can I park?

There are plenty of all day car parks close to Hove Lawns that you can park in, however please be aware that they will be pay and display.

How do I get on the coach/When will I receive my tickets?

Your ticket will be sent automatically to your email. You can print this out or show us a copy of the email on your phone. We will also have a printed list of everyone who has purchased transport tickets (please note you will need to show proof of identification in this instance).



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What happens if I forget it/my phone dies?

We will have a list of everyone who has purchased transport as well as how many tickets you have purchased. If you don't have your ticket with you, our member of staff will need to check your name off against the list before allowing you on board. You will be asked for proof of identification in this instance.

What's stopping someone from photocopying a ticket?

There is a unique reference number associated to every purchase which is printed on your ticket. Your ticket will be checked against our records which will tell us what you've purchased and how many tickets you've purchased. You will only be allowed onto the service for the number of tickets you've bought.

Can I buy my ticket on the night?

No – tickets can only be purchased in advance online, there will be none on sale on the night. If there are any surplus seats our staff may allow additional people onto the service before departure. But this is at their discretion and cannot be guaranteed.

What happens if I don't use my ticket or don't take part in the event?

As per the terms and conditions, please be aware that transport tickets are non-refundable.

For all further information about the event and the night, please refer to our information page: www.bhf.org.uk/l2boffroad

For further event queries that are not related to transport, please forward to the Customer Service team in Birmingham at events@bhf.org.uk who will be able to assist.