



## TERMS & CONDITIONS OF SHUTTLE BUS SERVICE SEASON 2024/25

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### BY USING THE SHUTTLE BUS SERVICE, YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS:

- You are registered as disabled with us as a season ticket holder for 2023/24. In addition, you can have one additional permit allocated for your Personal Assistant
- You are registered as disabled with us as a Claret Member for Season 2023/24. In addition, you can have one additional permit allocated for your Personal Assistant
- You are registered as disabled with us to purchase tickets should they reach general sale. In addition, you can have one additional permit allocated for your Personal Assistant
- You are a senior citizen who has mobility issues. Due to the high demand, you will only be allocated one permit. No other family/friends in your party can board the bus and we respectfully ask that they make their way to the stadium on foot
- You have a temporary disability and have requested to use the service for an agreed length of time. Due to the high demand, you will only be allocated one permit. No other family/friends in your party can board the bus
- You are pregnant. Due to the high demand, you will only be allocated one permit
- All on-site car parks close 80 minutes into the game and do not re-open until the exclusion zone around the stadium is lifted and the roads are pedestrian free. This is approximately 30 minutes after the final whistle and the shuttle buses will leave the stadium in accordance with the above
- Permits will be checked at both Platform 13 at Stratford station and Stratford International station on boarding the bus and again by the West Ham Coffee shop on leaving the stadium. Please ensure you have this ready to show staff
- All permits are issued at the Club's discretion and subject to availability of spaces
- Any abuse of the service will result in your permit being rescinded immediately
- Any abuse towards our Disability Supporter Assistants, Supporter Liaison Officers or West Ham Foundation staff will result your permit being rescinded immediately
- If you have any other special arrangements, you would like us to consider, please contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

**Reviewed 24.6.24**