



Terms and Conditions

1. General Policies

1.1 No Alcohol Consumption:

Consumption of alcoholic beverages is strictly prohibited inside the bus. Violators may be removed from the service without a refund.

1.2 No Smoking or Vaping:

Smoking or vaping is not permitted inside the bus at any time.

1.3 Prohibited Items:

Carrying prohibited substances, illegal items, or dangerous objects is forbidden. The bus operator reserves the right to inspect luggage to ensure compliance.

2. Pricing

2.1 The fare for the service is **99 AED for a round trip** and is **non-refundable**.

3. Booking and Availability

3.1 Seats are limited and allocated on a first-come, first-served basis.

3.2 Advance booking is mandatory to confirm a seat.

4. Schedule and Timing

4.1 Buses will arrive at the concert venue **90 minutes before the show starts** and depart **45 minutes after the event concludes**.

4.2 Departure and return times will be strictly adhered to; latecomers may not be accommodated.

4.3 Passengers are required to arrive at the designated pick-up point at least **20 minutes prior to departure**.

5. Ticket Requirements

5.1 Each passenger must present a **valid ticket** to board the bus.

5.2 Tickets are **non-refundable** and cannot be transferred to another person.



6. Passenger Conduct

6.1 Passengers are expected to maintain appropriate behavior during the journey.

6.2 Prohibited Conduct:

- Use of abusive language.
- Disruptive behavior.
- Actions that disturb or endanger others.

6.3 Disruptive or inappropriate behavior may result in removal from the service without a refund.

6.4 Passengers exhibiting signs of illness may be denied boarding for the safety of others.

7. Passenger Responsibility

7.1 Passengers are responsible for their personal belongings. The bus service is not liable for any loss, theft, or damage to personal items.

7.2 Valuables should be kept with passengers at all times.

7.3 A **valid ID** may be required to board the shuttle.

8. Damage to Bus Property

8.1 Any damage caused to the bus or its property by a passenger will result in penalties, including the cost of repair or replacement.

9. Compliance with Laws

9.1 Passengers must comply with **UAE laws** throughout the journey.

9.2 Any violation of laws may result in removal from the service or legal consequences.

10. Service Conditions

10.1 The organizer reserves the right to cancel or modify the service due to unforeseen circumstances, including but not limited to weather, road closures, or technical issues.

10.2 Passengers will be promptly notified of any changes.



10.3 The bus will drop passengers at the designated concert venue or an approved nearby location. No additional stops will be made unless pre-arranged.

11. Concert Disclaimer

11.1 The shuttle service is independent of the concert organizers. The organizer is not responsible for any concert-related delays, cancellations, or other issues.

11.2 This shuttle service is not affiliated with Coldplay, the band, or its management in any form.

12. No Refund Policy

12.1 Refunds will not be issued for cancellations, no-shows, or missed departures.

13. Liability Disclaimer

13.1 The bus service provider is not liable for delays, cancellations, or disruptions caused by external factors beyond their control.

14. Cultural Norms

14.1 Passengers must respect the **cultural and social norms of the UAE** during the journey.

14.2 Public displays of affection (PDA), including kissing or overt physical intimacy, are not permitted.

15. Contact Information

For inquiries or assistance, please contact: billzexpress@gmail.com