



Happy Bus – updated 28th April 2020

Covid-19 statement regarding all 2020 events and what it means to our customers

In response to the many postponements and cancellations of events in 2020, Happy Bus want to clarify our position on affected customer bookings.

It's important to state that all Happy Bus bookings are made under our own terms and conditions. These are very clear and state that all bookings are non-amendable and non-refundable. However, the current situation with Covid-19 Coronavirus has entered us into unprecedented times and we need to act in the best interests of our staff, our customers and the wider industry.

Details on changes to bookings for all coach travel tickets booked via Happy Bus:

POSTPONED EVENTS

For any event that postpones to a date later in 2020 or 2021, we will automatically move all customer bookings to this new event date for no charge. Our coach services will operate exactly as they would have done for the original date and all tickets to travel will be valid for the new date.

If you wish to cancel your booking rather than move to the new date then we will offer the full face value of the coach seat you purchased as a credit to be used on any future Happy Bus event.

The process for transferring your coach tickets is automatic. You do not need to contact us to do this.

If you are unable to attend the new date, please use info@happybus.co.uk to contact us and please bear with us as we are extremely busy at this time.

CANCELLED EVENTS

For any event that announces a full cancellation, i.e. gives no opportunity to transfer tickets to a future event, we will offer the full face value of the coach seat you purchased as a credit to be used on any future Happy Bus event. These can be redeemed on any Happy Bus product up until a deadline of 31/12/2021. The exact process for this will be detailed to all customers as soon as possible.

Why can't I get a refund at this time?

These are unprecedented times for small businesses in the UK. Happy Bus are a small team of staff based in Glasgow and like much of the live music, festival and wider leisure and entertainment industry we are being hit hard by the current situation.

If we were to simply refund everybody in full at this time, then there would be no Happy Bus going forward. We have worked hard to build ourselves a great reputation within this industry over the

past 20 years and we humbly ask for your patience and understanding at this time.

Happy Bus and the entire live music industry can survive this situation, but it will take the understanding and help of festival and concert goers to get to this point. Insurance does not cover us for this kind of situation.

The UK live music and festival scene is the best in the world. It offers the UK public an enormous choice of diverse events to attend every year and it's vital we protect that for future years and generations.

The Happy Bus team sincerely thank you for your support at this time and over the last 20 years.

We look forward to welcoming you on board one of our coach services very soon.

Be safe, healthy and happy.

The Happy Bus team