



## **Fly Rail Coach Terms and Conditions**

### **1. Definitions**

For Rail-Fly and Coach-Fly product, the following terms and conditions will be applicable:

“Carrier” refers to Royal Brunei Airlines (BI) that undertakes carriage of passengers under a Rail-Fly or Coach-Fly ticket or performs any other service that related to air carriage.

“Coach-Fly” or “Rail-Fly” refers to tickets issued by BI or any appointed agent for:

- i. Carriage by air on BI or the services of another carrier that BI has a relationship with
- ii. Carriage by rail with a designated named Rail Operators or
- iii. Carriage by coach provided by a designated named coach operator which will be made up of:
  - a. A passenger ticket and baggage check or an electronic ticket for the carriage by air of you, the passenger, and your baggage on BI services or those of another air carrier
  - b. A ticket for each sector of carriage by rail of the passenger and his/her baggage on the services of Heathrow Express; and
  - c. A ticket for each sector of carriage by rail of the passenger and his/her baggage on the services of First Great Western; and
  - d. A ticket for each sector of carriage by coach of the passenger and his/her baggage on the services of National Express

“First Great Western” means First Greater Western Limited, a company registered in England and Wales with company number 05113733 having its registered office at Milford House, 1 Milford Street, Swindon, Wiltshire, United Kingdom SN1 1HL;

“First Great Western Passenger Charter” means the First Great Western Passenger Charter, as published on [www.firstgreatwestern.co.uk/About-Us/Customerservices/Passenger-Charter](http://www.firstgreatwestern.co.uk/About-Us/Customerservices/Passenger-Charter) and is subject to amendments from time to time;

“Heathrow Express (HEX)” means Heathrow Express Operating Company Limited, a company registered in England and Wales with company number 03145133 having its registered office at The Compass Centre, Nelson Road, Hounslow, Middlesex, TW6 2GW;

“HEX Conditions of Carriage” means the Heathrow Express Conditions of Carriage, as published on [www.heathrowexpress.com/conditions-of-carriage](http://www.heathrowexpress.com/conditions-of-carriage) and is subject to amendments from time to time;

“National Rail Conditions of Carriage” means the National Rail Conditions of Carriage, as amended from time to time.

“Rail Operator” means First Great Western or Heathrow Express.



## **2. Terms and Conditions applicable to Coach-Fly and Rail-Fly Product**

- 2.1. Your carriage pursuant to a Coach-Fly or Rail-Fly ticket is subject to these conditions and
- i. In respect of your carriage by air and other services performed by a Carrier
    - i. Our Conditions of Contract; and
    - ii. Our General Conditions of Carriage or the conditions of carriage of any other carrier on which you may travel in the course of the transportation by air provided for in a Coach-Fly or Rail-Fly Ticket; and
    - iii. Any terms and conditions on the passenger ticket and baggage check or electronic ticket for your carriage by air;
  - ii. In respect of your carriage by coach and other services performed by National Express
    - i. The National Express Conditions of Carriage; and
    - ii. Any terms and conditions on the ticket for your carriage by Coach on National Express; and
  - iii. In respect of your carriage by rail and other services performed by First Great Western
    - i. The National Rail Conditions of Carriage; and
    - ii. First Great Western Passenger Charter; and
    - iii. Any terms and conditions on the ticket for your carriage by rail on First Great Western Services; and
  - iv. In respect of your carriage by rail and other services performed by Heathrow Express
    - i. The HEX Conditions of Carriage; and
    - ii. Any terms and conditions on the ticket for your carriage by rail on Heathrow Express services
  - v. In respect of any cancellation or refund of a Rail-Fly Ticket or any part thereof, such cancellation or refund shall be governed by these Rail-Fly Conditions, our Conditions of Contract and Carrier's Conditions of Carriage.

## **3. Ticket terms and conditions**

- 3.1. The holder of a valid Coach-Fly or Rail-Fly ticket shall be entitled to travel on the Carrier's air services and the services of the Coach or Rail Operators, as stated on the Coach-Fly or Rail-Fly ticket and subject to terms/restrictions/conditions printed on the ticket.
- 3.2. You must present to the Coach or Rail Operator a valid paper ticket for each sector of your carriage on a Coach or Rail Operator's services or, in the case of travel on Heathrow Express rail services, an electronic copy of a valid ticket. If you fail to present your ticket or your ticket as presented is damaged or if it has been altered otherwise than by Carrier or our appointed travel agent, the Coach or Rail Operator will be entitled to refuse carriage or require you to purchase a replacement coach or rail ticket on its usual conditions of sale and carriage. For the avoidance of doubt, National Express or



First Great Western shall not accept electronic copies of tickets on its services and you must therefore print a paper copy of your National Express or First Great Western ticket for travel on National Express or First Great Western rail services respectively.

- 3.3. Rail-Fly or Coach-Fly Tickets which include a booking for flexible travel on the services of a Rail or Coach Operator shall remain valid for travel on the services of that Rail Operator or Coach Operator for a period of one (1) year following issue of the Rail-Fly or Coach-Fly ticket. All other bookings for non-flexible rail travel on a Rail or Coach Operator's service shall be valid only on the date and for the service specified on the Coach-Fly or Rail-Fly ticket.
- 3.4. You are solely responsible for ensuring that you arrive at the appropriate railway or coach station in time for boarding the coach/rail service(s) comprised in your Coach-Fly or Rail-Fly ticket. Neither we nor the Coach or Rail Operators will be liable for any costs or expenses you may incur as a result of your failure to do so.
- 3.5. Without prejudice to clause 3.4, if your Coach-Fly or Rail-Fly ticket entitles you to flexible coach or rail travel on a National Express Coach or First Great Western service to London Heathrow Coach Station or London Paddington respectively. You must plan your coach or rail travel on National Express or First Great Western services to ensure your arrival at London Heathrow Coach Station or London Paddington railway station at least 2 hours and 30 minutes prior to your scheduled time of departure on the Carrier's air services from London Heathrow Airport. If you fail to comply with this minimum connection time and, as a consequence, you arrive at London Heathrow Airport too late to board the flight comprised in your Rail-Fly ticket, we shall have no liability to you in respect of any losses and expenses you incur as a result.

#### **4. Baggage**

- 4.1. The passenger shall be solely responsible for the safe-keeping and security of your baggage during carriage on a Coach or Rail Operator's services. The Carrier shall not be liable for any loss of or damage to your baggage during carriage on a Coach or Rail Operator's services.
- 4.2. Neither the Carrier nor any Coach or Rail Operator shall offer any through check-in of baggage between air and coach or rail services.
- 4.3. You should be aware that items may be allowed in baggage on a Coach or Rail Operator's services which are not allowed on Carrier's services. You must ensure that you comply with all baggage restrictions and requirements applicable to your carriage by air. If you fail to comply with such restrictions and requirements, Carrier shall be entitled to refuse to carry your baggage and will not be liable to you for loss or expense due to such failure.
- 4.4. Baggage Policy on Coach/Rail part of the journey is maximum allowance is 2 suitcases per person (up to 20kg each suitcase) plus hand baggage.



## **5. Personal Data**

- 5.1. The passenger will consent to Royal Brunei Airlines sharing your personal data with the Coach or Rail Operators for the purpose of providing the passenger with carriage in relation to the passenger's Rail-Fly or Coach-Fly Ticket. Royal Brunei Airlines shall not provide the passengers personal data to any Rail Operator for any marketing purpose.

## **6. Changes and Refunds**

- 6.1. If in relation to clause 3.2, the passenger is required to purchase a replacement ticket for carriage on a Coach or Rail Operator's service, the passenger shall be entitled to a refund, upon presentation to us of proof of purchase of an unused Coach-Fly or Rail-Fly Ticket for carriage on that service, of the lower of
  - i. the price paid for the replacement ticket; and
  - ii. The price paid for the portion of the Coach-Fly / Rail-Fly Ticket relating to the rail service for which a replacement ticket was required. Full refund before departure until one day before coach departure. No refund from minus one day to coach departure. Not bookable within 24 hours of coach departure.
- 6.2. Claims for a refund of any part of a Coach-Fly or Rail-Fly Ticket must be directed to the appointed travel agent who issued the Coach-Fly or Rail-Fly Ticket. If in the event Royal Brunei Airlines have issued the Coach-Fly or Rail-Fly Ticket, any refund will be directed to Royal Brunei. For the avoidance of doubt, the Coach or Rail Operator shall not be responsible for issuing refunds to you of any part of the price paid for your respective Coach-Fly or Rail-Fly Ticket.

## **7. Delay/Disruption to Rail-Fly and Coach-Fly Services**

- 7.1. In the event of any disruption to or delay of a Carrier's or Coach or Rail Operator's services, the passenger entitlements shall be as set out in the conditions applicable to the affected service, in accordance with clause 2.

## **8. Assistance**

- 8.1. If you require assistance with any part of your air or rail travel comprised in your Coach-Fly or Rail-Fly Ticket, you must contact the relevant Carrier or Coach or Rail Operator(s), with adequate notice, to request such assistance. Details of the assistance available, contact details and any applicable notice periods can be found: <https://www.flyroyalbrunei.com/en/united-kingdom/information/special-assistance/>
- 8.2. If the passenger fails to make a timely request for assistance in accordance with clause 8.1, Royal Brunei Airlines cannot guarantee that the passenger will receive assistance when the passenger presents themselves for travel on Carrier's or a Coach or Rail Operator's service, and we shall have no liability to you for any failure to provide you with such assistance.



8.3. No passenger must travel as an unaccompanied minor on any service provided by a Coach or Rail Operator. All minors must be accompanied on rail and coach services by an adult.

## **9. Assistance**

9.1. None of Royal Brunei's appointed travel agents, employees or representatives, nor those of any other carrier or Coach or Rail Operator on which a passenger travels has the authority to alter, modify or waive any provision contained in the Coach-Fly or Rail-Fly Ticket or any part thereof, these Coach-Fly / Rail-Fly Conditions, our Conditions of Contract and our General Conditions of Carriage, or the conditions of carriage of any other carrier on which the passenger travels.

## **10. Check-In Procedures**

10.1. It is mandatory check-in on [www.accesrail.com/checkin](http://www.accesrail.com/checkin) in order to retrieve the boarding passes e.g. the rail/coach ticket

## **11. Application and Conditions**

11.1. All normal and special fares (including but not limited to Published/Non-Published/Net fares)

## **12. Applicable and Ticket Conditions**

12.1. BI (including neutral ticket stock validated on BI plate)