

Deloitte Ride Across Britain 2017 FAQs – RIDER TRANSFER

/How much does the coach service cost?

OUTBOUND TRANSPORT	
*Ferrybridge Service, Leeds	£74.00 per person
*Woodall Services, Sheffield	£68.00 per person
*Trowell Services, Nottingham	£63.00 per person
*Hopwood Services, Birmingham	£58.00 per person
Bristol (Opposite Temple Meads Train Station) & Gordano Services	£48.00 per person
Exeter Airport to Land's End	£40.00 per person
Newquay Airport to Land's End	£30.00 per person
Penzance Train Station to Land's End	£10.00 per person
RETURN TRANSPORT	
Inverness IHG Hotel to John O'Groats	£40.00 per person
John O'Groats to Wick (Airport or centre)	£10.00 per person
John O'Groats to Inverness IHG Hotel	£40.00 per person
**Inverness IHG to Edinburgh Airport	£40.00 per person
**Inverness IHG to Newcastle (Washington Services Southbound)	£48.00 per person
**Inverness IHG to Leeds (Ferrybridge Services)	£58.00 per person
**Inverness IHG to Grantham (Grantham Services A1)	£63.00 per person
**Inverness to North London (South Mimms Services)	£78.00 per person
**Inverness IHG to Central London (Kings Cross)	£78.00 per person

*Please note if you are travelling from Leeds, Sheffield, Nottingham or Birmingham you will need to book overnight accommodation. The coach will be stopping overnight at Gordano Services on M5 J19 at Bristol where there is a Days Inn Hotel. Please contact www.daysinn.co.uk directly for booking.

**Anyone booking these shuttles must arrange their own accommodation in Inverness for Sunday 17th September.

/How long will each journey take to Land's End?

Northern transfer journeys to depart on **Thursday 7th September 2017**. Estimated journey times are as follows:

OUTBOUND TRANSPORT (Northern Transfers)				
FROM	TO	DEPARTURE	ARRIVAL	DURATION
Ferrybridge Services, Leeds	Land's End	14:20	14:15 on 8th September	+ 1 day
Woodall Services, Sheffield	Land's End	15:15	14:15 on 8th September	+ 1 day
Trowell Services, Nottingham	Land's End	15:45	14:15 on 8th September	+ 1 day
Hopwood Park Services, Birmingham	Land's End	17:15	14:15 on 8th September	+ 1 day

*The above transfers do not include the overnight hotel. The coach will be stopping overnight at Gordano Services on M5 J19 at Bristol where there is a Days Inn Hotel contact www.daysinn.co.uk.

Southern transfer journeys to depart on **Friday 8th September 2017**. Estimated journey times are as follows:

OUTBOUND TRANSPORT (Southern Transfers)				
FROM	TO	DEPARTURE	ARRIVAL	DURATION
Bristol - Opposite Temple Meads Train Station	Land's End	08:00	14:15	06:15
Bristol Gordano Services	Land's End	08:35	14:15	05:40
Exeter Airport	Land's End	10:45	14:15	03:30
Exeter Airport	Land's End	12:30	17:05	04:35
Newquay Airport	Land's End	12:50	14:30	01:40
Newquay Airport	Land's End	15:30	17:10	01:40
Penzance Train Station	Land's End	14:00	14:25	00:25
Penzance Train Station	Land's End	15:30	15:55	00:25
Penzance Train Station	Land's End	16:15	16:40	00:25
Penzance Train Station	Land's End	16:40	17:05	00:25
Penzance Train Station	Land's End	17:10	17:35	00:25
Penzance Train Station	Land's End	17:40	18:05	00:25
Penzance Train Station	Land's End	18:20	18:45	00:25

Transfer journeys from John O’Groats will all depart on **Sunday 17th September 2017.**
Estimated journey times are as follows:

RETURN TRANSPORT (Northern Transfers)				
FROM	TO	DEPARTU RE	ARRIVAL	DURATION
Inverness IHG Hotel*	John O’Groats	08:45	11:45	03:00
John O’Groats	Wick Airport	15:00	15:30	00:30
John O’Groats	Wick Centre	17:30	18:00	00:30
John O’Groats	Wick Centre	19:00	19:30	00:30
John O’Groats	Inverness Train Station/Airport	15:30	18:30/19:00	03:00/03:30
John O’Groats	Inverness Train Station	16:00	19:00	03:00
John O’Groats	Inverness Train Station	16:30	19:30	03:00
John O’Groats	Inverness Train Station	17:00	20:00	03:00
John O’Groats	Inverness Train Station	17:30	20:30	03:00
John O’Groats	Inverness Train Station	18:00	21:00	03:00
John O’Groats	Inverness Train Station/ Inverness IHG Hotel	18:30	21:30	03:00
John O’Groats	Inverness IHG Hotel	19:00	22:00	03:00
John O’Groats	Inverness Train Station	19:30	22:30	03:00

*Please note this journey is available for friends and family only.

Transfer journeys from Inverness will all depart on **Monday 18th September 2017.**
 Estimated journey times are as follows:

RETURN TRANSPORT (Northern Transfers)				
FROM	TO	DEPARTURE	ARRIVAL	DURATION
Inverness IHG Hotel	Edinburgh Airport	08:00	11:15	03:15
Inverness IHG Hotel	Newcastle (Washington Services Southbound)	10:00	16:15	06:15
Inverness IHG Hotel	Leeds (Ferrybridge Services)	10:00	18:00	08:00
Inverness IHG Hotel	Grantham (Grantham Services A1)	10:00	19:45	09:45
Inverness IHG Hotel	North London (S. Mimms Services)	10:00	21:45	11:45
Inverness IHG Hotel	Central London (King's Cross)	10:00	22:15	12.15

/Who should I contact if I am running late?

The vehicles run to a schedule and need to leave at the allotted times. However, if you cannot make the arranged times contact the European Bike Express office on +44 (0) 1430 422111 Monday – Friday between 10:00-16:00 or Tricia on 07903 819463 outside of these hours.

/Will the coach drop us at the Deloitte RAB base camp in Land's End?

Yes.

/How much luggage can I take on the coach?

You can take one item of luggage; don't forget the maximum weight allowance is 15kg per person. Luggage may be refused if in excess of this.

/Can I take my bike on the coach?

No bikes will be allowed on the coach, as all riders are recommended to use the Deloitte RAB bike transfer service. Bikes significantly reduce the capacity of the coaches, and will not be allowed on board.

/Can my friend/ family member also book a seat on the coach?

Yes. Available to all if travelling from Inverness to John O'Groats on the morning of Sunday 18th September, please ask them to book their spot [here](#). If you wish to return with a family member/friend on the same coach, please book your spot at the same time to guarantee travelling together.

/Where will the coach be located at the Southern hubs?

At Bristol opposite Temple Meads Train Station, the coach will be found opposite the Station outside the Reckless Engineer Public House.

At Exeter Airport, the coach will be found as you exit the terminal on the forecourt.

At Newquay Airport, the coach will be found as you exit the terminal on the forecourt.

At Penzance, the coach will be found at the end of the main Bus Terminal.

/How will I recognise which coach is the Deloitte RAB coach?

It will have the Deloitte RAB logo in the front windscreen.

/Will there be any refreshments served/ available?

For all transfers only journey times of more than 3½ hours will there be a 45-minute refreshment break. Refreshments will not be available on board but you're welcome to bring your own snacks.

/Will there be a DVD shown during the journey?

DVDs will be shown on all journeys, except for Wick and Penzance transfers.

/Where will the coach leave from John O'Groats?

The coach will depart from the Deloitte RAB finish at John O'Groats. The exact departure point will be clearly signposted.

/How do I book?

To make your booking please click [here](#) for Outbound Rider Transport and [here](#) for Return Rider Transport.

/How do I pay?

This booking can only be made online. European Bike Express (EBE) accepts both credit and debit cards are accepted. Debit cards have a surcharge of 0.40% and Credit cards have a surcharge of 1.05% to cover bank fees. EBE accept Visa, MasterCard and American Express, there will be a 2% surcharge for the use of AMEX.

/What happens if I want to cancel my booking – can I get a refund?

Unfortunately EBE do not offer a refund for any booking.

/When is the latest date that I can book my seat on the coach?

The latest date that you can book your travel arrangements is **Friday 28th July 2017**.