



**GLASGOW 2014**  
**XX COMMONWEALTH GAMES**



**Glasgow 2014 Commonwealth Games Organising Committee**

**Terms and conditions relating to the use of park and ride and  
accessible transport services**



## Glasgow 2014 Park and Ride and Accessible Transport Terms and Conditions

In these terms “we”, “us”, “our” and “Glasgow 2014” means Glasgow 2014 Limited a company established under the Companies Acts (No. SC325245) as the organising committee to plan and deliver the XX Commonwealth Games in Glasgow and Scotland and having its registered office at Commonwealth House, 32 Albion Street, Glasgow, G1 1LH, and “you” and “your” refers to the person applying for, and/or receiving the right to use booked parking for vehicles operated or used by you (your “**vehicle**”) at the various Park and Ride, and parking facilities operated by us or on our behalf (the “**facilities**”) and/or certain shuttle bus and accessible transport services (the “**bus services**”), referred to herein as “**bookings**”, in relation to the XX Commonwealth Games (the “**Games**”).

These terms set out your rights and obligations in relation to bookings, and offers to acquire bookings. Bookings must be applied for through the facilities provided by us. As part of the process for securing bookings, further restrictions relating to bookings and their acquisition may be provided, for example certain bookings may be available only to persons who meet certain criteria (for example the holding of certain badges or permissions due to disability). Where additional restrictions apply, these shall be highlighted in your booking and such restrictions shall form part of these terms.

By your application to secure a booking you undertake to abide by these terms. These terms create legally binding obligations on you. Please read and understand them. If you do not understand any part of these terms please let us know prior to applying for a booking.

### 1. Age

If you are under 16 years of age, you are not entitled to make bookings.

### 2. Identification

We may ask you for proof of identification (including proof of age) or other information concerning your application for, and/or your use of, bookings at any time during the booking process, or prior to or during your attendance at facilities or upon bus services, to enable the proper management of the Games, for security purposes and/or to enable us to enforce these terms.

### 3. Your information

Your information will be held and used by us, and disclosed to other persons (and disclosed by them), in accordance with our Park and Ride and Accessible Transport Privacy Policy, a copy of which is available [here](#).

### 4. Communicating with applicants and acquisition of bookings

4.1 We will normally communicate with you using the email or postal address given by you as part of your booking application. If you have given us another address or means of contact we may use this.

4.2 If you wish to communicate with us, make a complaint concerning a booking, or request copies of information or policies available to you under or referred to in these terms, then you must do so by email at [customerservices@ticketsoup.com](mailto:customerservices@ticketsoup.com) or by telephone at 0844 481 9492 or by post at: ticketSOUP, Contact Centre, SECC, Exhibition Way, Glasgow, G3 8YW. You should not use other methods of communication or addresses to contact us.

### 5. Booking applications and confirmations

5.1 Completion and submission of an application to secure a booking is an offer to secure a booking from us. We may accept or refuse applications to secure bookings entirely at our discretion.

5.2 You are entirely responsible for the successful submission of a booking application to us. We will not be liable for any failed submission of a booking application. We will not accept any



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booking applications which are incomplete, or not correctly completed, or where the required information cannot be provided.

- 5.3 We may contact you to clarify any information contained within a booking application.
- 5.4 The means for making booking applications shall be as set out upon our website [glasgow2014.com](http://glasgow2014.com) from time to time. We will endeavour to ensure that any means of submission we provide in connection with booking applications (such as any websites or telephone facilities) are available and operate properly, but we make no guarantees in this respect.
- 5.5 It is your responsibility to check that any information you submit to us is correct. We will issue bookings based upon the information you submit. If you submit incorrect information, we do not guarantee that we will be able to amend your booking, if you ask us to do so.
- 5.6 Further if you submit incorrect information and a booking confirmation is provided to you, we may at our discretion cancel the booking to which it relates. In such an event you shall have no entitlement to a refund of sums paid for that booking.
- 5.7 There are limited amounts of space at facilities and on bus services. You are advised to submit booking applications in good time. We do not make any guarantee that sufficient space at the facilities or on the bus services will be available at any time to enable a booking application to be accepted.
- 5.8 Following submission of a booking application we will notify you whether your application to secure a booking has been successful. If it has been successful we will issue a booking confirmation to you. You have no right to a booking, or to use of the facility or bus service to which it relates, until a booking confirmation is received by you. We will deliver booking confirmations to the email or postal address utilised by you in your booking application process. If we are unable to send a booking confirmation to you, for example through return of the email or postal correspondence, you will be deemed to have forfeited the booking and we will supply it to another person.
- 5.9 Your booking confirmation will specify the period during which you are permitted to leave your vehicle at the facility. You have no right to leave your vehicle at the facility beyond this period, or to use any other bus service.
- 5.10 In the event that your vehicle remains at the facility outside this period, you appoint us as your agent to relocate your vehicle within or outside the facility. In the event that we relocate your vehicle, we shall not be liable to you for any loss, cost or expense arising out of such relocation, for example the cost of any time spent retrieving your vehicle, costs incurred reaching your vehicle wherever it may be then located, or amendments required to any other travel plans organised by you, or in relation to any passenger carried by you. In the event that we relocate your vehicle you shall on demand reimburse us for all costs and expenses incurred by us in connection with such relocation.

### **6. Changes to bookings**

We reserve the right, when operating conditions require, to transfer your booking to an alternative facility serving the same Games Venue.

### **7. Bookings and Games tickets**

To secure a booking you must be a holder of a ticket for the Games for the same day and for the relevant Games session to which the facility and bus service operate. Acquiring, or seeking to acquire, bookings for days in relation to which no Games ticket for the relevant Games session is held by you is strictly prohibited. In the event that we ascertain that you have secured a booking for a day for which you do not hold a Games ticket for the relevant Games session to which the facility and bus service operates, we will cancel that booking. In such an event we will not refund any sums paid for that booking. You will be required to exhibit your Games ticket on entry to a facility or bus service, as a condition of gaining entry.



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### **8. Allocation, price and payment**

- 8.1 Prices for bookings shall be set out at [glasgow2014.com](http://glasgow2014.com). The price that shall be charged by us will be that which is current at the date your booking application is submitted to us. Booking prices are inclusive of all applicable taxes. Some bookings may have no charge.
- 8.2 The name given in relation to the payment method specified in your booking application must match the name on your booking application. We reserve the right to refuse your booking application, and/or to supply related services to you, if the name on your booking application and the name given in relation to your payment method do not match. Submission of payment method information means that you authorise us to take payment for amounts due by you using this method. You should ensure sufficient funds are available to allow payment to be taken using this payment method. If we cannot take a payment from you, we will not resubmit that payment request, and your opportunity to secure the booking will be irretrievably lost. If we cannot take a payment from you, you will be required to reimburse us for any charges we incur as a result.
- 8.3 Booking prices are specified and payable in pounds sterling. Any and all charges arising as a result of payment or attempted payment in another currency, for example credit card fees or currency exchange charges are your responsibility.

### **9. Cancellation of bookings**

- 9.1 You may cease applying for a booking at any time during the booking application process.
- 9.2 Following provision of a booking confirmation you may cancel the booking to which it relates for any reason provided you do so within seven (7) working days commencing on (and including) the day following the date upon which you receive the booking confirmation, unless the booking relates to a date within seven (7) working days of the date of your receipt of the booking confirmation in which case you do not have the right to cancel your booking. To cancel a booking where cancellation is permitted please contact us at [customerservices@ticketsoup.com](mailto:customerservices@ticketsoup.com). The person named on the booking confirmation must attend to any such cancellations. We cannot accept cancellations from any person other than the person who is named on the booking confirmation.
- 9.3 Other than as set out above you may not cancel bookings once made, except in exercise of your rights under law. For further information on your rights under law please contact a lawyer experienced in agreements of this nature or your local Citizens Advice Bureau (or equivalent in your country).

### **10. Bookings**

- 10.1 All booking confirmations issued by us relate to a particular facility, bus service, date and time. Where we have issued a booking confirmation to you, we shall provide you with the right to park your vehicle at that facility upon that date and at that time and use the bus service. Please note we make no commitment as regards the location within a facility where you will be able to park your vehicle or where you may be seated upon a bus service, only that you will be able to park your vehicle within that facility and use that bus service.
- 10.2 For the avoidance of doubt, if you choose not to use a booking which you are entitled to, no refund or exchange (in whole or in part) for that booking will be given.
- 10.3 In all events, we and/or facility and bus service owners and operators reserve the right to refuse entry to any person to any facility or bus service, and to remove any person from a facility or bus service, where in our reasonable opinion we believe that person may cause a risk to the safety or security of others (or their vehicles or property) or may otherwise be engaging in behaviour which is contrary to these terms.

### **11. Special terms relating to bus services**

In addition to Glasgow 2014 terms and conditions, use of the bus services is subject to the standard Park and Ride and Accessible Transport Conditions of Carriage of the bus service provider, available [here](#).



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### **12. Refunds**

- 12.1 No refunds or exchanges (in whole or in part) other than as set out in these terms shall be offered or given. This does not affect your rights under law. For more information on these rights please speak with a lawyer experienced in agreements of this nature or your local Citizens Advice Bureau (or equivalent).
- 12.2 If we can no longer provide the parking facility booked by you and we cannot transfer your booking to an alternative parking facility serving the same Games Venue or you do not agree to being transferred to an alternative parking facility serving the same Games Venue we will refund the face value of that booking.
- 12.3 Refunds shall be made to the payment card used to secure the booking. In the event that other means of payment were used, refunds shall be made by such means as we deem appropriate, which may include payment by cheque, or direct bank transfer (where we have account details), and/or we may contact you to discuss the appropriate means of making the refund (however we do not guarantee that we will do this). No refunds shall be given at the facilities, Glasgow 2014 outlets or venue box offices.
- 12.4 If you wish to exercise a right to refund, you must provide to Glasgow 2014 all tangible copies of the related booking confirmation and ticket/or permit, and delete any electronic copies of the same that you hold, prior to receiving the refund. For further information please see our Park and Ride Ticket Refund Policy [here](#).
- 12.5 We may require you to complete a refund application form to enable a refund to be made.

### **13. Forgotten, lost, stolen, defaced, damaged or destroyed tickets**

- 13.1 You must bring your ticket with you when you wish to park at the facility or board a bus service. Entrance to facilities or bus services without tickets will not be permitted under any circumstances.
- 13.2 For wheelchair/Blue Badge parking you must bring your parking permit with you when you wish to park at the facility and this must be displayed in your windscreen prior to arrival as it provides access through relevant security points. Entrance to the facilities or bus services without permits will not under any circumstances be permitted.
- 13.3 In the interests of fraud prevention, no tickets or permits will be replaced, or prices paid refunded, if a ticket or permit is forgotten, lost, stolen, defaced, damaged or destroyed.

### **14. Transfer and disposal of bookings**

- 14.1 You are not entitled to resell trade or otherwise transfer any booking, except as expressly authorised in writing by Glasgow 2014 or as otherwise permitted under law. For more information upon these rights please contact a lawyer experienced in agreements of this nature, or your local Citizen's Advice Bureau (or equivalent).
- 14.2 Please note that if you have obtained a booking from someone who was not entitled to transfer that booking to you, or otherwise by unlawful means, we may choose not to honour that booking, and you may not be able to enter the facility or use the bus service, or be requested to leave the facility or bus service, to which that booking relates. In such an event we will not refund any amount in relation to that booking. At all times we shall have the right to reclaim tickets or permits from the current holder and/or to cancel the related bookings.
- 14.3 If you no longer require a booking please notify us on [customerservices@ticketsoup.com](mailto:customerservices@ticketsoup.com) so that we may cancel the booking and supply it to someone else.

### **15. Travelling to and from facilities**

- 15.1 You must ensure that your vehicle contains adequate fuel to enable it to arrive at, depart, and leave the vicinity of the facility. You are advised that there may be delays entering and leaving facilities, and that restrictions relating to parking in the surrounding area may apply. The amount of fuel you consider necessary to enable you to reach and depart from the facility is likely to be more than you would normally require for the same journey, outwith the time the Games is taking place.



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- 15.2 It is your sole responsibility to ensure you travel in good time to arrive by the start of your booking.
- 15.3 Various security procedures will apply on entry to facilities. Completing these procedures will take a degree of time and it is your sole responsibility to ensure you leave sufficient time to complete such procedures.
- 15.4 Travel can be disrupted due to traffic, weather or other unexpected happenings. It is your sole responsibility to ensure you leave sufficient time to deal with any such disruption.

### **16. Parking at facilities**

- 16.1 You must park your vehicle within the area designated by us at the facility. You must park carefully, and in a manner so that those parked beside you can access their vehicle without difficulty.
- 16.2 You must also display the relevant portion of your ticket (or permit in the case of wheelchair/Blue Badge parking) in a manner visible through your windscreen.
- 16.3 If you hold any badge or permission entitling you to parking privileges due to accessible needs, this must also be displayed from within your vehicle in a manner visible externally.

### **17. Travel availability**

- 17.1 We shall use reasonable endeavours to ensure availability of the bus services. As a result of multiple factors over which we have no control, such as traffic, weather and other unexpected happenings, we make no guarantee as regards the times of operation of the bus services. You are advised to consider the possibility that delays to bus services may arise, and apply for a booking that gives you sufficient time (even if there are delays) to arrive at your desired destination by the time you wish.
- 17.2 Other than as set out in these terms, we make no guarantee or commitment that any travel shall be available.

### **18. Location and times of operation**

Details of the location of the facilities, and the bus services, and their dates and times of operation shall be set out upon our website located at [www.glasgow2014.com](http://www.glasgow2014.com).

### **19. Risk**

- 19.1 We recommend that any vehicles left at facilities are left in a safe and secure manner, locked, and without any property and possessions ("**property**") left inside in plain view.
- 19.2 All vehicles and property are left at facilities and carried upon bus services entirely at your risk. We make no representation, and give no guarantee, that any facility or bus service shall be safe or secure. We shall not be liable for any loss of, or damage to, any vehicle or property when left at a facility or upon a bus service, or if any such item is lost or stolen, except where due to our negligence or wilful misconduct.
- 19.3 If you have lost any property at a facility or upon a bus service, please contact us at [parkandride.queries@glasgow2014.com](mailto:parkandride.queries@glasgow2014.com) and we will do our best to assist you, however we make no guarantees we will be able to achieve what you wish.

### **20. Vehicles**

- 20.1 All vehicles entering and/or left at facilities must be:
  - safe;
  - roadworthy; and
  - free of advertising, promotional or marketing dress, signage or other collateral, for example vehicle wraps.
- 20.2 The following vehicle types are not permitted under any circumstances upon facilities:
  - Caravans
  - Motorhomes
  - Coaches
  - Minibuses



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- Vehicles with trailers
- 20.3 You acknowledge that if you arrive at a facility with a vehicle that falls within the exclusions set out in this clause, you will not be entitled to enter the facility with that vehicle. In such an event you will not receive a refund of the sum paid for your booking.

### **21. Prohibited items**

- 21.1 No property is to be left at a facility outside of a vehicle.
- 21.2 The following items are not permitted under any circumstances at or in the vicinity of a facility, or upon a bus service:
- Roller blades, roller skates, skateboards, or similar items.
  - Animals, except assistance dogs where accompanying a registered disabled person.
  - Weapons of any nature, including any item which could reasonably be considered as likely to be utilised as such.
  - Tables, chairs or other items of furniture.
  - Bicycles.
  - Alcohol or drugs.
- 21.3 You acknowledge that if you arrive at a facility or a bus service with an item you are prohibited from bringing into a facility or onto a bus service, you will not be entitled to enter the facility or board a bus service with that item. In such an event you will not receive a refund of the sum paid for your booking.

### **22. Prohibited activities**

- 22.1 No commercial, promotional, advertising or marketing (including charitable) activity may be undertaken at any facility or in the vicinity of any facility or upon any bus service, including the sale or supply of goods or services.
- 22.2 Removal of, causing damage to, defacing, interfering or tampering with a facility or any item found there, or utilised within a bus service, is prohibited. If you cause any damage to or deface any facility or such item, or remove, cause damage to, deface, interfere or tamper with any facility or such item, you shall be liable to us and to the facility owner and operator and/or the item owner.
- 22.3 Entry onto any restricted area, causing an obstruction, littering, acting in a way intended or likely to cause injury, annoyance, distress or anxiety to others, and/or acting in a way intended or likely to interfere with the proper operation of the Games is also strictly prohibited at facilities and on bus services.
- 22.4 In addition, the following activities are not permitted under any circumstances at or in the vicinity of a facility or on any bus service:
- Remaining at the facility beyond the time stated in the booking confirmation, and/or remaining upon a bus service beyond the duration of the journey stated in the booking confirmation.
  - Smoking
  - The preparation of food, including cooked food.
  - Being under the influence of drink or drugs.
  - The cleaning of vehicles at a facility.
  - Overnight parking at a facility.
  - The disposal of any property other than in receptacles provided for that purpose.
  - The lighting of fires, the use of explosives (including fireworks).
  - The provision of entertainment, including by way of the use of portable entertainment devices in a manner audible or visible other than to occupants of the relevant vehicle.
  - The conduct of any activity which may endanger the rights, property or safety of others.
  - Harassment, abuse, or any form of threatening behaviour.
  - Camping.
- 22.5 If you conduct any of the activities referred to in clauses 22.1 to 22.4, we will be entitled to prevent you from entering the facility or boarding the bus service, require you to obscure any



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- article used in connection with such activities and/or require you to leave the facility or the bus service. In such an event you will not receive a refund of the sum paid for your booking.
- 22.6 Once you have entered a facility, your vehicle is prohibited from leaving and re-entering that facility.

### **23. Wheelchairs and pushchairs**

- 23.1 For general shuttle bus services wheelchairs, mobility scooters, small prams and unfolded pushchairs must be no wider than 750mm and no longer than 1300mm to travel in the wheelchair area on the shuttle bus service and they must not exceed (combined with the weight of the user) the weight limit shown on the ramp or beside the doorway of the bus service.
- 23.2 For accessible transport services, light mobility scooters must be no wider than 560mm and no longer than 1040mm to be transported on the accessible transport services and they must not exceed (combined with the weight of the user) 300kg (approx. 660 pounds). The light mobility scooter must not require a turning radius in excess of 990mm.

### **24. Other terms relating to facilities and bus services**

You must comply with all directions given by our personnel and stewards, representatives of the facility owners and operators, and the police when at facilities, arriving at or leaving from facilities, or when upon bus services.

### **25. Recording**

By attending a facility and/or utilising a bus service you consent to the broadcast, photographing and recording of you, your image, likeness and voice, by us and persons authorised by us (and all subsequent broadcast and other transmission or distribution of such recording) by whatever means either currently known or subsequently developed, for all purposes including those relating to the proper management of the Games, the relevant facility or bus service, and security. You acknowledge that you shall have no right in or to such broadcast, photograph or recording, or any right to be remunerated for such broadcast, photograph or recording (or use of such broadcast, photograph or recording), nor any right to object to, or to be identified in relation to, such broadcast, photograph or recording or use of such broadcast, photograph or recording, howsoever made.

### **26. Your rights**

Nothing in these terms affects your rights under law. For more information upon these rights please contact a lawyer experienced in agreements of this nature, or your local Citizen's Advice Bureau (or equivalent).

### **27. Breach of these terms and liability**

- 27.1 If you breach these terms then we shall have the following rights:
- To invalidate your booking.
  - To remove you from the any facility or bus service.
  - To invalidate any other bookings you have secured or hold.
  - To refuse your entry to any facility or bus service.
  - To claim damages from you in respect of your breach of these terms.
- 27.2 If you breach these terms we may also pass information concerning you to persons responsible for the enforcement of the law, and/or who have an interest in the proper management of the Games. They may use this information to take action against you in relation to your breach.
- 27.3 If you cause us to incur loss, damage, costs or expense due to your breach of these terms or otherwise (for example due to a failure to exercise proper care), then you shall be liable to us for this.



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- 27.4 If you cause any other person to incur loss, damage, costs or expense due to your breach of these terms or otherwise (for example due to a failure to exercise proper care), then you shall be liable to that other person for this.
- 27.5 We shall not be liable for any loss, damage, costs or expense which is not caused by us. This includes any injury arising from any act or omission by any other user of the facilities or any bus service.
- 27.6 Our service providers (for example the operators of facilities or bus services) shall not be liable for any loss, damage, costs or expense which is not caused by them.
- 27.7 If we breach these terms and as a result you cannot utilise a booking which you have paid for, our liability to you is limited to refunding the price of the booking secured. In the event we breach these terms and cannot provide a booking to you we may suggest an alternative booking to you, which you shall be entitled to (subject always to these terms) without any additional payment.

### **28. Claims Procedure**

- 28.1 If your vehicle sustains damage while in a facility or if you lose your vehicle or any of your possessions from your vehicle while it is in a facility you should:
- immediately inform a member of our staff at the facility;
  - in the case of theft, immediately inform the police; and/or
  - notify your insurers promptly.
- 28.2 If you consider that you have a claim against us you must contact us at [parkandride.queries@glasgow2014.com](mailto:parkandride.queries@glasgow2014.com) within seventy two (72) hours of discovery of the loss, damage or theft giving full details. Before contacting us you should satisfy yourself that the subject matter of your claim lies within the areas of our responsibility set out under these terms.

### **29. General**

- 29.1 If we delay or fail to enforce any rights it shall not mean that we have waived our right to do so at any subsequent time.
- 29.2 If any part of these terms is deemed by a court to be unenforceable, the remainder of the terms shall not be affected.
- 29.3 These terms shall be construed in accordance with Scottish law and the courts of Scotland shall have exclusive jurisdiction in relation to any matter concerning these terms.