



### 1. How can I purchase tickets?

Online booking from: [www.b-bakery.com](http://www.b-bakery.com)

Email: [bath@b-bakery.com](mailto:bath@b-bakery.com)

By Phone: 0122 596 2288 (Open 9am-5pm Monday-Friday)

Must arrive 20 minutes before the departure time of your tour, as the bus cannot wait for latecomers.

### 2. What Payment types are accepted?

All major credit and debit cards including American Express.

Please call for group rates.

### 3. Are Group Bookings Available?

Group bookings are available.

Can hire out the top or bottom floor for groups of 20 and 12 respectively.

It is also possible to hire out the entire bus.

Please see our website for more details.

### 4. Is booking in advance required?

You must book in advance, as seats may not be available at the door before departure.

### 5. Cancellations and Refunds

As we are operating a 1960 Routemaster bus we reserve the right to cancel or suspend a tour if required and with no prior notice. If this were to happen, we would issue a full refund of the tickets, or change to another tour is available.

If the tour is forced to stop within the first half an hour, we will offer another place on an upcoming tour or a refund.

### 6. What days do we operate?

Ours Tours operate Thursday, Friday, Saturdays and Sundays.

Our tours are subject to seasonal demand.

Please check the website or call to check for availability.

### 7. Is the Bus available for private hire?

Yes, Please call us on 0122 596 2288.

We will try our best to meet your up-most requirements.

### 8. What are the tour times?

12:00 . 14:30 . 17:00

Please check our website for tour availability.





**9. Where does the bus depart from?**

The tours depart from Grand Parade, Bath BA2. Stop Cl.

**10. How long is the Tour?**

Our tour lasts for approximately one hour and ten minutes - this depends on traffic!  
Please be aware that we have no toilets on the bus.

**11. Tours policy on children?**

B Afternoon Tea Bus tours are not suitable for young children.  
Children aged 4 and under are not allowed on the bus.  
5-11 year old children are offered a discounted rate.

**12. Policy on Alcohol?**

Alcohol is Pre-sold Only. No alcohol will be sold on board the bus.  
Book your drinks when booking Online or over the phone.  
Company follows a Challenge 25 Policy. ID is required.  
No refunds will be given if no Photographic ID is shown.

**13. Is the Bus Wheelchair accessible?**

Due to the design of the Routemaster Bus it has not been possible to make the entrance wheelchair accessible.  
We can accommodate a folded wheelchair in the bus.

**14. General Conditions**

Please read and understand our Terms & conditions.  
Our B Bus Tours take no responsibility for items left on the bus.  
Personal items are carried at the owners risk and the B Bus can take no responsibility for items damaged or lost.  
Smoking is not permitted on the Bus.  
You must keep the lid on the drinks at all times.  
B Afternoon Tea Ltd is not responsible for any damage caused by the infringement of the rules.

