



CUSTOMER INFORMATION SHEET – DOUR FESTIVAL 2011

Your Itinerary

WEDNESDAY 13TH JULY - the coach departs from **LONDON VICTORIA COACH STATION at 9.00am (0900)**. Please **DO NOT** be late for the departure (we recommend you arrive 30 minutes before departure) – the coach will not wait as we must ensure we arrive in time for the ferry crossing. Look at the station departure screens to see which gate the coach will depart from.

The coach and you are then booked onto a ferry crossing between Dover and Calais. You are free to wander around the ferry during the crossing but please ensure you listen to the driver's instructions about what time to return to the coach.

The coach arrives at the Dour Festival dedicated coach park in the late afternoon. Please ensure you recognise the coach and driver as you will need to look for them in the coach park on the Monday for the return journey.

ENJOY THE FESTIVAL!

MONDAY 18TH JULY – time to go home! The same coach and driver will meet you in the coach park where you were dropped off.

The coach will depart at **9.30am (0930) local time**. Please **DO NOT** be late – we can't wait for any latecomers as we have a ferry to catch.

Your return ferry crossing is between Calais and Dover – we estimate an arrival time back into London Victoria Coach Station of approximately 4.00pm (1600) – this is dependent on traffic and ferry crossings.

Ticket Collection

Dour Festival tickets are not posted out in advance. If you have purchased a festival ticket via Big Green Coach then these **WILL BE COLLECTED BY THE BIG GREEN COACH REPRESENTATIVE AND DISTRIBUTED AT THE COACH**.

Please have you E-voucher and ID details with you to ease the distribution.

Rest Stops

Due to driver hour laws and regulations the coach may need to stop for a rest break. If this happens please listen carefully to the driver about what time you must return to the coach. We can't delay departures to wait for latecomers.

Luggage

Be sensible with the amount of luggage you bring. We generally suggest a large rucksack each and a tent between two for the coach luggage lockers and a small rucksack for on board.

Documentation

Most importantly DO NOT forget your passport. You will be required to show this if requested by border control. REMEMBER to carry this in your hand luggage as other bags will be stored away in the lockers.

You must show your Big Green Coach e-ticket at Victoria Coach Station and again to the driver on the return journey. This e-ticket will be emailed to you – simply print this off and bring it with you.

Contact Details

You can contact Big Green Coach on **0845 463 8361**. If there is no answer then leave a message and we will get back to you as quickly as possible. It would be helpful if you could provide a mobile phone number to us for emergency purposes – please email this and your name and order number to customerservice@biggreencoach.co.uk

Helpful Information

Belgium is +1 hour to British time. All departure times given are local times. To avoid any confusion – the 9.00am departure from London is British time. The 9.30am departure from Dour is European time (British time +1)

Belgium uses the Euro and this is the only currency accepted at the Festival.

Dour is a French speaking part of Belgium. A lot of the people at the festival will speak English but it will be appreciated if you make the effort to learn a few French words/phrases.

Customs

Please be aware that coaches returning to the UK from Belgium are often subject to extra scrutiny from Customs. Please do not be tempted to bring anything back with you that you shouldn't.