



CUSTOMER INFORMATION SHEET

This information sheet is provided for all Big Green Coach customers travelling to Pinkpop 2011. The Festival takes place at Megaland, near the town of Landgraaf in the Netherlands between Saturday 11th and Monday 13th June 2011.

Your Itinerary

Friday 10th June – the coach departs from LONDON VICTORIA COACH STATION at **11.00pm** (2300) – **PLEASE NOTE THAT THE DEPARTURE TIME HAS BEEN BROUGHT FORWARD**. Please DO NOT be late for the departure – the coach will not wait as we must ensure we arrive in time for the ferry crossing. A Big Green Coach representative will be present should you have any questions. Look at the station departure screens to see which gate the coach will depart from.

Saturday 11th June – ferry crossing between Dover and Calais in the early hours. 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 Pinkpop Festival dedicated coach park. Please ensure you recognise the coach and driver as you will need to look for them in the coach park on the Tuesday morning for the return journey. Arrival time on site is early Saturday (local time).

Festival Tickets: If you have purchased a Festival ticket from Big Green Coach then this is collected upon arrival at the festival site on Saturday morning. A Big Green Coach representative will need to go and collect all the tickets from the on-site box office when you arrive. Please be patient and wait by the coach for the representative to return and distribute the tickets at the coach. Please ensure you have your Passport ready as proof of ID.

ENJOY THE FESTIVAL!

Tuesday 14th June – time to go home! The same coach and driver will meet you in the coach park where you were dropped off on Saturday morning (signposted from within the festival site).

The coach will depart at **09:30am** (0930) local time. Please **DO NOT** be late – we can't wait for anybody as we have a ferry to catch.

You will arrive back into London Victoria in the late afternoon/early evening.

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 do what we can to help you out. It would be helpful if you could provide a mobile phone number to us for emergency purposes – please email with your name and booking number to customerservice@biggreencoach.co.uk

Helpful Information

The Netherlands is +1 hour to British time. All departure times given are in local times. To avoid any confusion – the 11.00pm departure from London is British time. The 09:30am departure from Pinkpop is European time (British time +1)

The Netherlands use the Euro and this is the only currency accepted at the Festival.

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 Dutch words/phrases. Here are a few to get you started:

Hello – Hallo. (HAH-low)

Yes – Ja (Yah)

No – Nee (Nay)

Thank You – Dank U (Dahnk UU)

Do you speak English – Spreekt u Engels? (SPRAYKT uu ENG-uls?)

Customs

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