



Terms and Conditions

Last Updated: 11/03/2026

These Terms and Conditions govern bookings and participation in tours operated by Londoner Buses LTD. By purchasing a ticket or participating in a tour, you agree to the terms outlined below.

1. About Our Services

- a. Londoner Buses operates sightseeing tours in Central London using historic Routemaster buses and similar heritage vehicles.
 - b. Due to operational requirements, Londoner Buses reserves the right to substitute vehicles where necessary.
 - c. Due to the historic design and age of these vehicles, certain modern accessibility features may not be available.
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2. Bookings and Payment

- a. Most bookings are made online through the Londoner Buses website or authorised booking partners.
 - b. Full payment is required at the time of booking.
 - c. Customers who book through third-party platforms may also be subject to the terms and conditions of those platforms.
 - d. Tickets are valid only for the specific date and time selected at the time of booking.
 - e. Passengers must present their ticket or booking confirmation when boarding.
 - f. Child tickets are available where specified at the time of booking. Children must be accompanied by a responsible adult.
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3. Cancellations and Changes

- a. Bookings may be cancelled free of charge up to **24 hours before the scheduled tour departure time**.
 - b. Cancellations made within **24 hours of the scheduled departure time** may not be eligible for a refund.
 - c. If a passenger misses their scheduled departure, they must contact the Londoner Buses customer service number as soon as possible.
 - d. At the discretion of our customer support team, passengers who miss a departure **may be offered a place on another tour where availability permits**. This is not guaranteed.
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4. Weather Conditions

- a. Tours operate in most weather conditions.
 - b. Some tours may operate using open-top vehicles. If rain or adverse weather affects the experience on an open-top vehicle, Londoner Buses customer support may, **at their discretion**, offer compensation such as a discount or gift voucher for a future tour.
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5. Seating

- a. Seating on Londoner Buses tours is **first-come, first-served**.
 - b. Seats cannot be reserved unless otherwise specified.
 - c. Passengers are responsible for boarding the vehicle promptly to secure their preferred seating.
 - d. Passengers must remain seated while the vehicle is moving.
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6. Accessibility

- a. Due to the historic nature of Routemaster buses, many vehicles used by Londoner Buses are **not wheelchair accessible**.
 - b. Londoner Buses operates these vehicles under applicable regulatory exemptions relating to heritage vehicles.
 - c. Passengers with accessibility requirements are encouraged to contact us before booking to discuss suitability.
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7. Passenger Safety and Conduct

Seating and Movement

- a. Passengers must remain seated while the bus is moving.
 - b. Passengers must not stand, move around the vehicle, or occupy stairways while the vehicle is in motion.
 - c. Passengers must only move around the vehicle when it is safe to do so and when the vehicle is stationary.
 - d. Stairways and landings must remain clear while the vehicle is moving.
 - e. Passengers must take care when using stairs and should hold handrails where provided.
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Rear Platform Safety

- a. The rear conductor's platform must only be used for **boarding or leaving the vehicle while the bus is stationary**.
 - b. Passengers must not attempt to board or exit the vehicle while it is moving.
 - c. Any attempt to board or disembark from a moving vehicle is **strictly prohibited**.
 - d. Passengers must not ride, stand, sit, or lean from the rear platform while the vehicle is moving unless directed by the conductor.
 - e. Any attempt to board or exit a moving vehicle is undertaken **entirely at the passenger's own risk**.
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Windows and Exterior Areas

- a. Passengers must not lean out of windows, over railings, or outside any part of the vehicle.
 - b. Passengers must keep all parts of their body, clothing, bags, cameras, and personal belongings **inside the vehicle while it is moving**.
 - c. This requirement is particularly important due to passing traffic, street furniture, and narrow streets within Central London.
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Behaviour

- a. Passengers must always behave in a safe and respectful manner.
 - b. Londoner Buses reserves the right to refuse travel or remove passengers from the vehicle at the **next safe stop** if they:
 - behave in an abusive, threatening, or disruptive manner
 - are intoxicated or under the influence of drugs
 - fail to follow safety instructions from the driver or conductor
 - attempt to board or exit the vehicle while it is moving
 - damage or attempt to damage the vehicle
 - c. Passengers removed from a tour due to misconduct will **not be entitled to a refund**.
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8. Damage to Vehicles

- a. Londoner Buses operates historic heritage vehicles and passengers must treat them with care.
- b. Passengers must not damage seats, upholstery, fixtures, or fittings.
- c. Passengers must not mark, tear, vandalise, or interfere with any part of the vehicle.
- d. Any passenger responsible for damage to the vehicle may be **held liable for the cost of repair or replacement**.
- e. Londoner Buses reserves the right to recover such costs where necessary.

9. Luggage and Personal Items

- a. Large luggage, suitcases, or oversized items are **not permitted on board**.
- b. Passengers may bring small personal bags provided they do not obstruct aisles, stairways, or seating areas.
- c. Passengers are responsible for their personal belongings at all times.
- d. Londoner Buses accepts no responsibility for lost, stolen, or damaged personal items.

10. Delays, Traffic and Route Changes

- a. Londoner Buses operates in Central London where traffic conditions, road closures, demonstrations, protests, or public events may affect routes or journey times.
- b. Tour durations and routes may vary due to circumstances outside our control.
- c. Londoner Buses is not responsible for delays caused by traffic conditions or public events.
- d. Where possible, routes may be adjusted to accommodate road closures or operational requirements.
- e. If Londoner Buses becomes aware in advance of an event that would significantly disrupt a tour route, we may cancel the tour and provide affected passengers with a **full refund**.

11. Photography and Media

- a. Londoner Buses may occasionally take photographs or video recordings during tours for promotional and marketing purposes.
 - b. If you do not wish to appear in photographs or recordings, please inform the conductor or photographer at the time so reasonable efforts can be made to accommodate your request.
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12. Liability

- a. Londoner Buses will not be liable for:
 - delays caused by traffic, road closures, protests, or public events
 - weather conditions affecting the tour experience
 - missed onward travel or connections

Nothing in these Terms excludes liability where it cannot legally be excluded under the laws of England and Wales, including liability for death or personal injury caused by negligence.

13. Force Majeure

- a. Londoner Buses shall not be liable for failure or delay in providing services where such failure results from events beyond reasonable control, including but not limited to:
 - extreme weather
 - protests or demonstrations
 - road closures
 - accidents
 - mechanical issues
 - government restrictions

Where a tour cannot operate due to such circumstances, Londoner Buses may offer a rescheduled tour or a refund.

14. Changes to Terms

- a. Londoner Buses reserves the right to update these Terms and Conditions from time to time.
- b. The latest version will always be available on our website.

15. Contact

For customer service enquiries or complaints please contact:

Website: <https://londonerbuses.co.uk>

Phone: 020 3838 1596

Email: info@londonerbuses.co.uk

Londoner Buses LTD

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