

## Road to Refuge

National Express we are the largest operator of scheduled coach services in the UK, operating high frequency services across the country. In order to obtain a free ticket on their services, please review the below important information including the process for requesting a voucher for redemption on their website.

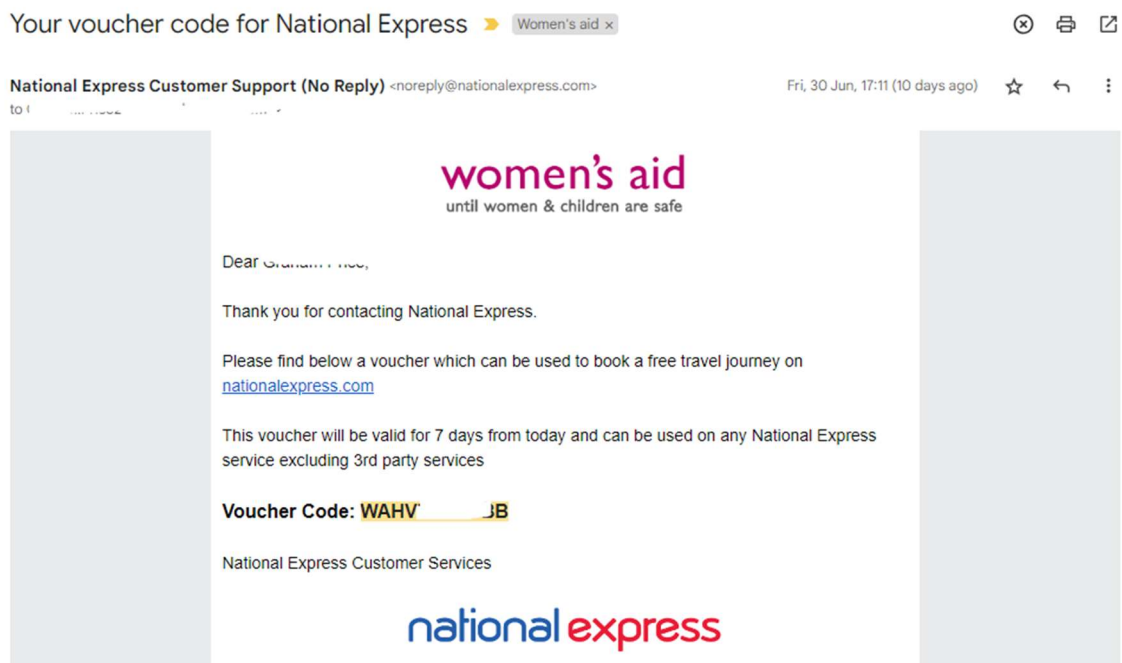
### Planning a journey

You can plan a journey by using our journey planner on our [homepage here](#). We also have a handy [route map](#), to help with identifying a nearest stop or speak to our Assisted Travel team on **03717 818181**.

### Requesting a voucher.

Visit the dedicated Womens Aid National Express website <https://www.nationalexpress.com/en/womens-aid>, and complete the webform, where your account will be checked by National Express.

Upon submission of the form, if successful, an email will be delivered to you with the unique voucher code for redemption on the National Express website



### Using the voucher

Once you have selected a journey to travel on and have navigated through to the “your details” page, towards the bottom of this page is an option that shows “Do you have a voucher code?” Please click this and enter the voucher code from the email, this will bring the costs to pay in the booking summary down to zero.

The screenshot shows a payment page with a green header for 'Debit/Credit Card'. Below this are input fields for 'Card number' (1234 5678 9012 3456), 'Expiry date' (MM/YY), 'CVC / CVV' (3 digits), and 'Name on card' (J. Smith). Below the card fields are three payment options: 'PayPal', 'clearpay', and 'amazon pay'. A yellow button asks 'Do you have a voucher code? Click here'. At the bottom, there is a 'Keep me updated' checkbox and a note: 'We would love to send you marketing emails about other National Express Group products and services. Please'. On the right, a 'Booking Summary' box shows a total of £7.00, broken down into 'Standard fare - amendable and not refundable' (£6.00), 'Passengers' (1 Adult), 'e-Ticket' (Free), and 'Booking Fee' (£1.00). A green 'Confirm and Pay' button is below the summary. Underneath, the 'Outbound' section shows the route 'LONDON VICTORIA to BRISTOL Bus & Coach Station' on 'Thu 27 Jul 2023' from '08:00' to '10:45', with a duration of '2h 45m' and a 'Direct' service.

If you require any assistance, please contact our assisted travel team. The team is contactable 7 days a week, between the hours of 09:00 - 17:00 by calling **03717 818181** (calls are charged at a local call rate), please use option 3.

### Luggage

Each passenger is entitled to bring 2 medium sized suitcases or 1 large suitcase in addition to 1 soft piece of hand luggage. If you will be travelling with any luggage outside of these allowances, **please contact our assisted travel team before travelling** so that extra luggage can be added to your ticket for travel at no extra cost. See this link for more information on [luggage](#).

### Amendments

Should an amendment to the journey time be required, this can be done via the team on the number above or through the [My Account](#) section of our website. Alternatively, if at a location with [National Express staff on site](#), this can be completed at the local ticket office.

### **Customer Data**

The following are our ticket distribution options available and the details required. this is not verified at boarding.

**To protect identities, please do not include the passenger's name in the email, the form or file name, or provide any contact details relating to the survivor (e.g. email address, mobile number).** Instead, you should provide a staff name or alias.

Additionally, only a lead passenger name is required. If travelling with children or infants only a record of the passenger type is collected.

### **Ticket Distribution**

**E-ticket** - delivered directly to a staff email address provided to us. Tickets can be shown to our driver upon boarding from a mobile device or can be printed if preferred (emails may be forwarded if required).

A passenger name (staff name or alias) is visible on the ticket but is not used to verify the ticket holder.

**M-ticket** - delivered directly to a staff mobile phone number provided to us, which must be able to receive a standard text (data is not required for receiving or using this facility. Ticket is shown as a string of text to the driver upon boarding and the original text message must be shown.

A passengers name (staff name or alias) is not visible on the ticket.

**Remote Collection** – A ticket can be collected from a National Express Ticket Vending Machine with any debit card or from a staff member within the ticket office at a [National Express staffed site](#).

A passenger name (staff name or alias) is visible on the ticket but is not used to verify the ticket holder when boarding but will be asked for upon ticket collection from a staff member.

**Post Ticket** - A ticket can be posted to a physical address provided to us.

A passenger name and postal address is visible on the ticket but is not used to verify the ticket holder. Again, please ensure that no details identifying the survivor are provided to National Express. The name and address should relate to the organisation booking the ticket on behalf of the survivor.

### **Travelling without a ticket**

In extreme cases a passenger may travel without a ticket. A ticket number and 4 letter code are provided to the passenger which is given to the driver. This is supported by a driver's note being added to the driver's ticket list so that they are aware the passenger will be travelling without a ticket.

Details on our privacy policy can be [found here](#)

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### **Infants**

Infants are recorded from birth until their 3<sup>rd</sup> birthday. If you are applying for a ticket for two or more infants (aged 0-2), please contact National Express' assisted travel team, contactable 7 days a week, between the hours of 09:00 - 17:00 by calling **03717 818181** (calls are charged at a local call rate), please use option 3.

### **Children**

Children are recorded from 3 years up to and including 15 years old.

### **Adults**

Adults are recorded from 16 years and above.

### **Assisted Travel**

Should any customer require any further assistance for their journey this can be arranged through the same assisted travel team. Further details can be also found [on this page](#) regarding our assisted travel offering.

### **Emergency Contact**

Passengers are provided with an emergency telephone number for out of hours support if required, this is printed on National Express tickets and on confirmation emails which is **03717 818181**.

women's aid  
until women & children are safe

national  
express

If you have trouble connecting with National Express or your email domain name is not recognised by them, or if you have questions or comments, they can be sent to [railtorefuge@womensaid.org.uk](mailto:railtorefuge@womensaid.org.uk) – please note this email is only for members' queries and cannot make bookings.