



## Important information for coaches and minibuses visiting the Bury St Edmunds Christmas Fayre

### Advance Coach Bookings

To make your visit to Bury St Edmunds Christmas fayre as pleasant as possible for you and your passengers, there will be a designated drop off point for all pre booked visitor coaches, centrally located for easy access to the fayre and other nearby visitor attractions.

Pre-booking benefits for companies and passengers

- Allocated time slots to minimise waiting times
- Stewards to welcome passengers
- Free provision of programmes maps and publicity material
- Coach parking
- £5 meal voucher redeemable at several town centre cafes, restaurants and Pubs for driver/organiser
- Free shuttle bus service for drivers to and from the town centre
- Catering and toilet facilities at coach park

**Only pre booked coaches will be permitted to use the designated drop off point. Other coaches will be directed to another site on the outskirts of town.**

**Early booking is advisable as peak arrival and departure times will be limited.**

### Special Requests

Please contact us prior to booking if you have any special requests or if your group is using an accessible coach with a wheelchair lift. We may need to arrange extra time or an alternative drop off point. Contact us at [christmas.fayre@westsuffolk.gov.uk](mailto:christmas.fayre@westsuffolk.gov.uk) or phone Sharon Fairweather 01284 757093

### Booking and Payment

Booking and payment is via our online self-service booking and payment facility. It is now possible to book and pay in one easy step using a debit or credit card.

Once the booking and payment has been received, your coach arrival and departure times will be allocated. We will endeavor to allocate your requested times. If the times requested are not available, we will contact you immediately to arrange an alternative.

Due to the volume of coaches and passengers, all allocated times must be adhered to.

The organisers whilst trying to keep to allocated departure times cannot guarantee this, but will endeavor to ensure visitors leave promptly.

You will receive a confirmation email within 10 days of your booking.

### Coach information packs

Your visitor coach information pack will be dispatched to the address you provided approximately three weeks prior to the event.

This will include:

- Map detailing drop off/pick up point
- Confirmation of arrival and departure points and timing
- Coach park information
- Passenger information – Programmes and details of any special offers
- Individual coach number for displaying in windscreen and side window

### Charges

To help cover the costs of the above there will be a small administration charge. Please see below:

#### *Bookings made before 30th September*

Under 16 seats (mini buses) £16.20 Inc. VAT

Over 16 seats £33 Inc. VAT

**Bookings and amendments made after this time will be subject to availability.**

[Please click this link below to book your coach](#)

If you do not have access to our online booking system or would like further information please contact us [christmas.fayre@westsuffolk.gov.uk](mailto:christmas.fayre@westsuffolk.gov.uk) or call Sharon Fairweather 01284 757093