



AccesRail Product: National Express

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About National Express:

National Express is a bus service covering Great Britain since 1988. They are a national network that links over 550 routes across the UK, including many cities along the way. National Express is an intercity and inter-regional service providing 11,000 cross-country journeys every week. AccesRail offers National Express services directly from London or Manchester Airport to a plethora of destinations across England and Wales.

9B and National Express:

The train range is: 9B 1–999

All services are available as Coach-Air and Air-Coach.

Map of 9B National Express Services:





Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London	LHR	Bath Spa	QQX	2hrs 10min
London	LHR	Birmingham	VBC	2hrs 30min
London	LHR	Bournemouth	BOH	2hrs 20min
London	LHR	Brighton	BSH	2hrs 10min
London	LHR	Bristol	BRS	2hrs 10min
London	LHR	Cambridge	CBG	2hrs 20min
London	LHR	Cardiff	CWL	3hrs
London	LHR	Cheltenham	CHW	2hrs 15min
London	LHR	Colchester	CLB	2hrs 20min
London	LHR	Coventry	CVT	2hrs
London	LHR	Exeter	EXT	3hrs 40min
London	LHR	Gatwick	LGW	1hr 20min
London	LHR	Leicester	QEW	3hrs 10min
London	LHR	Luton Airport	LTN	1hr
London	LHR	Milton Keynes	KYN	1hr 30min
London	LHR	Newport (South Wales)	XNE	2hrs 15min
London	LHR	Norwich	NWI	4hrs 20min
London	LHR	Nottingham	ZGB	4hrs 10min
London	LHR	Oxford	OXF	1hr 40min
London	LHR	Poole	POQ	2hrs 45min
London	LHR	Plymouth	PLH	5hrs
London	LHR	Ringwood	RNW	2hrs
London	LHR	Southampton	SOU	2hrs 20min
London	LHR	Stansted	STN	1hr 20min
London	LHR	Swansea	SWS	4hrs 40min
London	LHR	Swindon	XWS	1hr 30min
London	LHR	Taunton	TTY	3hrs
London	LHR	Winchester	WNC	1hr 15min



Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Manchester	MAN	Birmingham	VBC	2hrs 10min
Manchester	MAN	Bradford	ZFC	1hr 50min
Manchester	MAN	Leeds	ZLZ	2hrs
Manchester	MAN	Liverpool	LXC	1hr 10min
Manchester	MAN	Manchester	ZMP	25min

Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is available for children aged 2 to 12 years of age.

No group bookings allowed.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.

Services:

Passengers can be booked into Standard Class.

National Express buses are spacious and offer first-class quality comfort with ample legroom, free Wi-Fi and power sockets.

Airline Classes	9B RBD	National Express Classes
All	S	Standard

Pets:

Pets are not allowed on National Express services. For passengers with assistance dogs, please see Mobility Assistance section.

National Express Buses:



Figure 1: National Express Bus Exterior

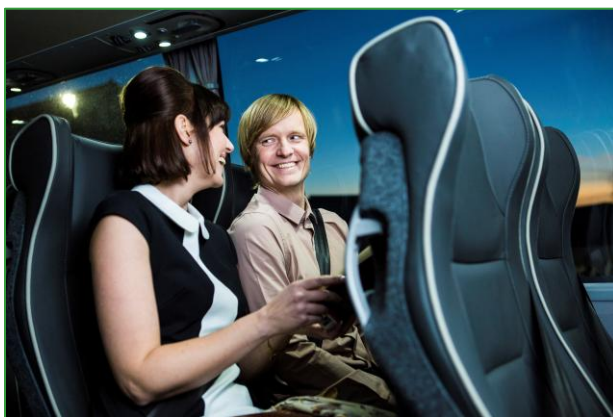


Figure 2: National Express Bus Seating

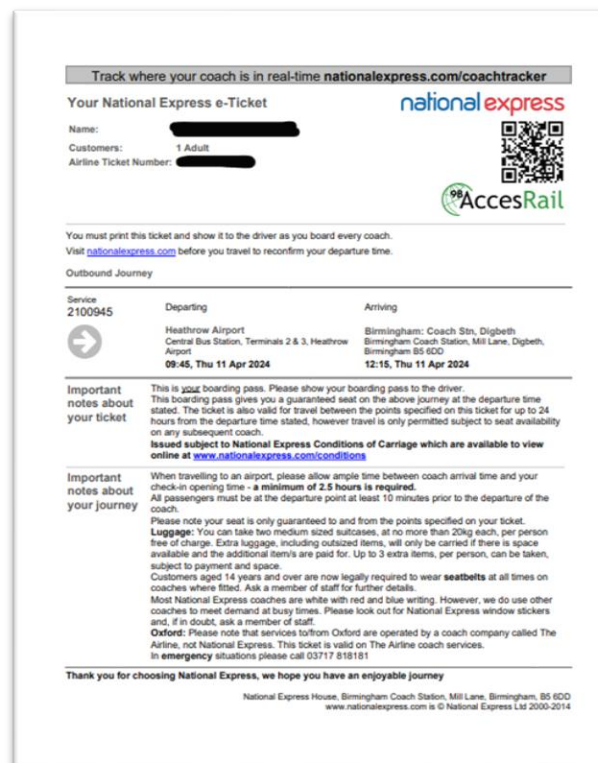
Check-in Process:

Check-in is essential to ensure a smooth travel experience.

Passengers must check-in to retrieve their actual travel documents. Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

When the passenger checks-in they will receive their bus ticket. The bus ticket will have the exact address of the departure location. Passengers should go to this location to get onto the appropriate bus.

Tickets are valid for 24 hours of the time and date indicated on the ticket. Note that passengers who do not take the bus of the time and date indicated on the ticket can take another bus within a 24-hour period subject to seat availability. There are no seat reservations.



Track where your coach is in real-time nationalexpress.com/coachtracker

Your National Express e-Ticket **national express**

Name: [Redacted]
 Customers: 1 Adult
 Airline Ticket Number: [Redacted]

You must print this ticket and show it to the driver as you board every coach.
 Visit nationalexpress.com before you travel to reconfirm your departure time.

Outbound Journey

Service	Departing	Arriving
2100945	Heathrow Airport Central Bus Station, Terminals 2 & 3, Heathrow Airport 09:45, Thu 11 Apr 2024	Birmingham: Coach Stn, Digbeth Birmingham Coach Station, Mill Lane, Digbeth, Birmingham B5 6DD 12:15, Thu 11 Apr 2024

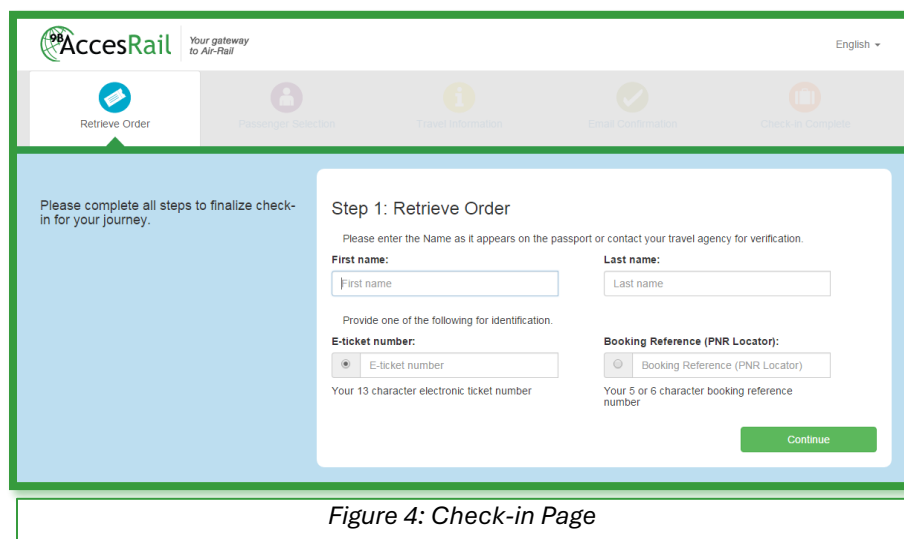
Important notes about your ticket
 This is your boarding pass. Please show your boarding pass to the driver. This boarding pass gives you a guaranteed seat on the above journey at the departure time stated. The ticket is also valid for travel between the points specified on this ticket for up to 24 hours from the departure time stated, however travel is only permitted subject to seat availability on any subsequent coach.
 Issued subject to National Express Conditions of Carriage which are available to view online at www.nationalexpress.com/conditions

Important notes about your journey
 When travelling to an airport, please allow ample time between coach arrival time and your check-in opening time - a minimum of 2.5 hours is required.
 All passengers must be at the departure point at least 10 minutes prior to the departure of the coach.
 Please note your seat is only guaranteed to and from the points specified on your ticket.
Luggage: You can take two medium sized suitcases, at no more than 20kg each, per person free of charge. Extra luggage, including oversized items, will only be carried if there is space available and the additional items are paid for. Up to 3 extra items, per person, can be taken, subject to payment and space.
 Customers aged 14 years and over are now legally required to wear seatbelts at all times on coaches where fitted. Ask a member of staff for further details.
 Most National Express coaches are white with red and blue writing. However, we do use other coaches to meet demand at busy times. Please look out for National Express window stickers and, if in doubt, ask a member of staff.
 Oxford: Please note that services to/from Oxford are operated by a coach company called The Airline, not National Express. This ticket is valid on The Airline coach services.
 In emergency situations please call 03717 818181

Thank you for choosing National Express, we hope you have an enjoyable journey

National Express House, Birmingham Coach Station, Mill Lane, Birmingham, B5 6DD
www.nationalexpress.com is © National Express Ltd 2000-2014

Figure 3: National Express Coach Ticket Example



AccesRail Your gateway to Air-Rail English

Retrieve Order Passenger Selection Travel Information Email Confirmation Check-in Complete

Please complete all steps to finalize check-in for your journey.

Step 1: Retrieve Order
 Please enter the Name as it appears on the passport or contact your travel agency for verification.

First name:

Last name:

Provide one of the following for identification.

E-ticket number:
☐ E-ticket number
 Your 13 character electronic ticket number

Booking Reference (PNR Locator):
☐ Booking Reference (PNR Locator)
 Your 5 or 6 character booking reference number

Continue

Figure 4: Check-in Page

How to Get to the Bus:

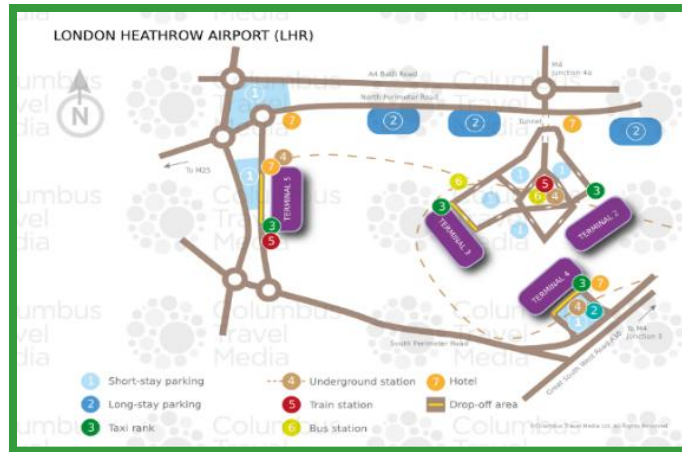


Figure 5: Heathrow Airport Map

The National Express bus from **Heathrow Airport** departs out of Terminal 3. Passengers who arrive at another terminal can take the free airport shuttle to Terminal 3 which departs every 15 minutes. There is a 5-minute walk from the airport shuttle to the Central Bus Station. Please see [interactive map](#) for directions to the Central Bus Station.

The National Express bus from **Manchester Airport** departs from the airport station. Passengers can use the free airport shuttle to go between the airport station and the terminals. The airport transfer runs all day.

Luggage:

National Express luggage rules apply. It is the passenger's responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.

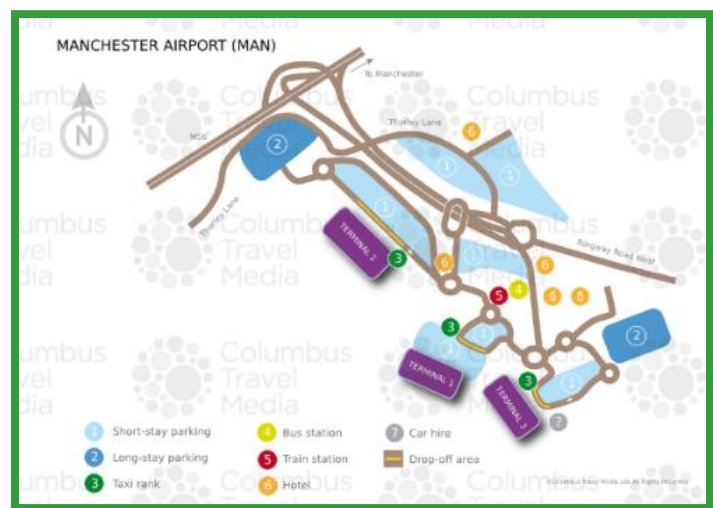


Figure 6: Manchester Airport Map



On-board Meals:

There are no on-board meals with this service.

Mobility Assistance:

Mobility assistance must be requested at least 36 hours prior to the bus departure. Please call for further information +03717 818181.

Delays:

In case of bus delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, if a passenger misses their bus the ticket is valid for travel between the points specified on the ticket for up to 24 hours from the departure time stated, however travel is only permitted subject to seat availability on any subsequent coach. There is no need to rebook the coupon in the GDS.

SSR Message:

Please note that the SSR message will contain check-in information.

FAQ:

1. Is this a TRN or BUS?
National Express is a Bus (BUS) service.
2. What is the address of the bus stations?
Addresses are indicated on the actual travel document. Once passengers check-in and retrieve their documents they can see the exact address under "Departing".
3. Do I have to check-in?
Yes, passengers must check-in to retrieve their actual travel documents. If passengers do not check-in they may not be let onto the bus.
4. Are seat reservations included?
There are no seat reservations. A seat is guaranteed on the journey at the departure time stated on the ticket.
5. How early should I arrive at the bus station?
National Express recommends arriving at the bus station 10 minutes prior to departure.