

**From:** [Liam McDermott](#)  
**To:** [David Shadbolt \(UK Bus\)](#)  
**Subject:** RE: UK Bus Website  
**Date:** 11 June 2019 10:17:18  
**Attachments:** [Alnwick Bus Station - v3 \(20.02.19\).docx](#)  
[image001.png](#)

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Thanks David,

Could we:

1. Remove Crewe altogether, due to a change in circumstances it is no longer within scope of the Order; and
2. Instead of the text at the end of the link to Alnwick, link instead to the attached terms and conditions?

That will bring it all up-to-date.

Thanks,

**Liam McDermott**  
Head of Legal, Arriva UK Bus

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**From:** David Shadbolt (UK Bus) <[shadboltd@arriva.co.uk](mailto:shadboltd@arriva.co.uk)>  
**Sent:** 11 June 2019 10:13  
**To:** Liam McDermott <[mcdermottl@arriva.co.uk](mailto:mcdermottl@arriva.co.uk)>  
**Cc:** Alistair Hands <[handsa@arriva.co.uk](mailto:handsa@arriva.co.uk)>; Neil Shah <[Shahne@arriva.co.uk](mailto:Shahne@arriva.co.uk)>  
**Subject:** RE: UK Bus Website

Hi Liam

Yes, all still present and correct.

Review at <https://www.arrivabus.co.uk/about-us/bus-stations--conditions-of-use/>

Kind regards

**David Shadbolt**

Digital Content Manager  
UK Bus Central Marketing

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**Forthcoming holiday:** I will be absent from Friday 28 June until Monday 15 July 2019



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**From:** Liam McDermott <[mcdermotl@arriva.co.uk](mailto:mcdermotl@arriva.co.uk)>  
**Sent:** 11 June 2019 10:12  
**To:** David Shadbolt (UK Bus) <[shadboltd@arriva.co.uk](mailto:shadboltd@arriva.co.uk)>  
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**Subject:** UK Bus Website

Hi David,

Could you confirm that the UK Bus Website still has a page entitled “Bus Station Conditions of Access”?

The CMA Order from 2012 requires us to maintain these terms on our website and they have recently asked for an update on compliance with other aspects of the Order. Before I respond, I would like to ensure our website terms are up-to-date.

Could you please confirm and direct me to the webpage? I can’t see any reference to the terms on the footer of our home page but they do show up (the pdf documents) in a google search.

We also need to remove Crewe Bus Station Access Conditions as it is no longer within the scope of the CMA Order.

Thanks,

**Liam McDermott**  
Head of Legal, Arriva UK Bus

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