YORK COLLEGE COACHES GUIDELINES

Use of York College coaches and the purchase of York College coach passes and coach tickets is subject to unconditional acceptance of the terms and conditions below. You must have read and accepted these terms and conditions of travel before purchasing a coach pass or coach ticket or travelling on a College coach.

**Covid19 passenger rules**

Face coverings must be worn on all College coaches. This can be a face mask, bandana or scarf, etc. but must cover your mouth and nose.

When you board please fill the coach from the rear. When boarding in the evening, if you live further away you need to sit at the rear of the coach and if you live nearer to College you need to sit towards the front.

Please space out as much as possible whilst on the bus.

Please use hand sanitiser if it is provided.

If you feel ill or you have any of the symptoms of Covid19 please isolate at home. Do not come to College and do not use College coaches. The main symptoms of Covid19 are:

* A new and continuous cough
* A fever / temperature
* Loss of or change of taste or smell

Please find here a link to the government guidelines for using transport:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

**Passenger Rules**

1. York College coach transport is available to current York College students only.
2. Passengers must be in possession of a valid York College ID card to access York College coaches.
3. Passengers must abide by the York College student charter / code of conduct at all times.
4. Where a passenger is in breach of the York College student charter / code of conduct or these guidelines and terms and conditions, they may be subject to disciplinary action and their right to use transport organised by York College may be withdrawn.
5. Students who are suspended, excluded or leave York College for any other reason, will instantly forfeit their right to use York College transport.
6. Where a student is refused entry to a coach or requested to leave the vehicle, it is the responsibility of the student to make alternative transport arrangements. Should York College deem it necessary to make arrangements for alternative transport the student will be required to reimburse these costs in full plus an administration fee of £5.
7. Students who cause damage to any vehicle will be charged for the full repair cost, will be subject to disciplinary action and their right to use transport organised by York College may be withdrawn.

**The Service**

1. York College accepts no responsibility for unavoidable delays and route changes due to forces outside its control, for example: road traffic accidents and traffic congestion.
2. York College reserves the right to vary routes and/or pick up points/times for organisational or safety reasons.
3. Travel delays and updates to the York College coach service are communicated via Twitter only. Please follow the travel page @yctravelupdates to receive these updates.

**Passes and Tickets**

1. A coach pass or coach ticket is required to travel on York College coaches. Cash payment will not be accepted on coaches.

Weekly and single mobile coach passes are available to purchase from the York College online shop. Upon successful completion of a purchase, customers will receive a receipt by email plus the coach pass in a separate email. Customers must keep the weekly pass safe as this is to be used until it expires.

If the email does not come direct to the customers email inbox then the customer must check their junk/spam before contacting the college for advice.

1. To use a weekly or single journey pass the passenger must be in possession of a mobile device capable of accessing their York College email account and which can clearly display a PDF image.
2. Single journey paper tickets can also be purchased from the York College ticket kiosk in the Atrium.
3. Single paper tickets are only valid when presented to the driver along with a current, valid York College ID card.
4. Failure to present a valid coach ticket or mobile pass, may result in disciplinary action and the right to use transport organised by York College may be withdrawn.
5. Coach passes and tickets may be purchased from either the York College online shop, ticket kiosk, provided by the York College Bursary Fund or via a Local Authority.
6. Students must take full responsibility for the safe-keeping of the email containing their coach pass. Where the email is deleted or lost no refund will be made and a replacement pass must be purchased.
7. Weekly or single coach passes purchased via the online shop are unique to individuals and are for the sole use of the student making the original purchase. Any student attempting to use a pass which they have not legitimately purchased or been awarded for their own use will be subject to disciplinary action and the right to use transport organised by York College will be withdrawn. York College may also terminate, without refund, the pass of the user account which is being misused.
8. It is not permitted to travel without a valid pass or ticket and pay in arrears. Students without a valid pass or ticket must contact the York College Student Services team -in advance of travel. In such circumstances York College will make all reasonable efforts to facilitate travel. -
9. Checks will be carried out on coach passes and coach tickets. Any student found to be travelling without a valid coach pass or coach ticket or with a pass or ticket that is not valid for the zone they are travelling to/from or for less than the number of days they are timetabled to be in College will be subject to the York College disciplinary policy and their right to use transport organised by York College may be withdrawn.

**Refunds Policy – Coach Passes and Tickets**

1. No refunds will be made for weekly/single passes or single paper tickets.

**General rules**

York College provides coach transport for the benefit of its students and is committed to providing a quality service for all users of College coaches.

In order to ensure the safety of all passengers and smooth running of coaches, all users of York College coaches must abide by the terms and conditions of travel

**TERMS AND CONDITIONS OF TRAVEL ON YORK COLLEGE TRANSPORT**

* 1. Smoking or the use of naked flames is not permitted (including the use of e-cigarettes)
  2. Reasonable standards of behaviour, particularly towards others, are expected at all times. Bullying will not be tolerated and any passenger suspected of such behaviour will be immediately removed from the use of College transport until a full investigation has been completed
  3. The carrying or consumption/use of alcohol/controlled substances is not permitted
  4. Knives and other sharp objects are not to be carried on any College transport under any circumstances
  5. The carrying of any fire arm or ammunition is not permitted
  6. Wilful damage to vehicles or their contents or interference with anything provided in the interest of Health and Safety, is not permitted
  7. Remain seated and where seatbelts are provided, they must be worn at all times
  8. Arrive at the bus stop at least 5 minutes before the departure time
  9. Respect the vehicle and leave it clean and tidy. Take your litter with you!
  10. Do not distract the driver while the vehicle is in motion
  11. Only listen to music through personal earphones/headphones (not through speakers) so as not to disturb fellow passengers or the driver