

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.

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they may be subject to disciplinary action and their right to use transport organised by York College may be withdrawn.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 deems it necessary to arrange 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repair cost, will be subject to disciplinary action and their right to use transport organised by York College may be withdrawn.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. You must 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.
2. Annual and monthly coach passes are available to purchase from the York College online shop. Upon successful completion of a purchase, customers will receive an email, which has their pass attached. Passes can only be sent to York College student email addresses.

3. To use an annual or monthly 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.
4. Single journey tickets can only be purchased from the York College ticket kiosk in the Atrium.
5. Coach passes and tickets are only valid when presented to the driver along with a current, valid York College ID card.
6. Failure to present a valid coach ticket, may result in disciplinary action and the right to use transport organised by York College may be withdrawn.
7. 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.
8. Students must take full responsibility for the safekeeping of the email containing their annual or monthly coach pass. Where the email is deleted or lost no refund will be made and a replacement pass must be purchased.
9. Annual and monthly coach passes 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.
10. 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. York College will make all reasonable efforts to facilitate travel. -
11. 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 monthly passes or single tickets.
2. Pro-rata refunds are available for annual coach passes subject to the following:
 - i. The student must be formally withdrawn from all York College courses.
 - ii. Refunds are available for full terms only. Any attendance within a term will forfeit the right to any refund for that term.
 - iii. Refunds for annual passes will be payable pro-rata for each whole term where the student has had no attendance, i.e. if a student withdraws during the first term but has attended in term 1 they will be entitled to a refund for terms 2 and 3 only. Where they have had some attendance in terms 1 and 2, they will be entitled to a refund for term 3

only. Where they attend at any time in the summer term but withdraw before the end of their course, no refund shall be paid.

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

- i. Smoking or the use of naked flames is not permitted (including the use of e-cigarettes)
- ii. 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
- iii. The carrying or consumption/use of alcohol/controlled substances is not permitted
- iv. Knives and other sharp objects are not to be carried on any College transport under any circumstances
- v. The carrying of any fire arm or ammunition is not permitted
- vi. Wilful damage to vehicles or their contents or interference with anything provided in the interest of Health and Safety, is not permitted
- vii. Remain seated and where seatbelts are provided, they must be worn at all times
- viii. Arrive at the bus stop at least 5 minutes before the departure time
- ix. Respect the vehicle and leave it clean and tidy. Take your litter with you!
- x. Do not distract the driver while the vehicle is in motion
- xi. Only listen to music through personal earphones/headphones (not through speakers) so as not to disturb fellow passengers or the driver