

YORK COLLEGE COACHES TERMS AND CONDITIONS

Use of York College coaches and the purchase of York College 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 always abide by the York College student charter / code of conduct.
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they may be subject to disciplinary action and their right to use transport organised by York College may be withdrawn.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 arrange 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repair cost, will be subject to disciplinary action and their right to use transport organised by York College may be withdrawn.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. Please follow the travel page @yctravelupdates to receive these updates.

Passes and Tickets

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

An annual pass or Flexi tickets are available to purchase from ShuttleID. Upon successful completion of a purchase, customers will receive a QR code by email which will be scanned each time they board the college coach. Customers are encouraged to carry a paper copy of their ticket as well as having it on their mobile device.

2. It is the responsibility of the customer, to ensure that their ShuttleID flexi ticket is topped up at all times. Failure to top up a flexi ticket when prompted and allowing a flexi ticket to go into debit could result in the passenger being denied access to the college coach until the flexi ticket is topped up.
3. Flexi tickets can be purchased for multiple routes, however, only one ShuttleID flexi ticket should be purchased for each student per route for the year.
4. To use a pass or ticket purchased through ShuttleID, the passenger must be in possession of a mobile device or have a printed version of the ticket to scan when they board the college coach.
5. Failure to present a valid coach ticket, could result in the student being denied access to the college coach.
6. Students must take full responsibility for the safe keeping of their coach ticket. Screenshots are allowed.
7. Coach passes purchased via ShuttleID 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. Any student found to be using a fraudulent ticket will be subject to the York College disciplinary system and will lose their right to travel on the college coach.
9. It is not permitted to travel without a valid ticket and pay in arrears. Students who are unable to purchase a valid ticket or who are unable to show a valid ticket must contact Transport@yorkcollege.ac.uk -in advance of travel. In such circumstances York College will make all reasonable efforts to facilitate travel.

10. Checks will be carried out on coach tickets. Any student found to be travelling without a valid coach ticket or with a ticket that is not valid for the zone or the correct number of days they are travelling to/from 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 flexi tickets other than in exceptional circumstances as agreed by the college.
2. For annual coach tickets paid for in full, pro-rata refunds may be paid at the College's discretion where the student has formally withdrawn from college. Refunds will only be made for a full term* remaining on the coach ticket. No refund will be made for any part of a term where the student has registered attendance.
3. For annual coach tickets paid for via direct debit instalment payments, it is the user's responsibility to cancel future direct debit transactions with their bank in situations where the coach pass is no longer needed. No refunds will be issued for payments already made other than in exceptional circumstances as agreed by the college.

(*term relates to Autumn, Spring or Summer term)

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 always expected. 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 firearm 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.