

CONDITIONS OF USE

I agree to the conditions of use set out below:

1. I confirm that I will be committing to paying for an annual pass for the 2024-25 Academic Year at a cost of £750 payable by direct debit in one instalment of £70 due by 01/09/2024 followed by 8 further instalments of £85. An option to pay in full at the start of term is also available, which must be paid in full by 30/09/2023.
2. No refunds will be issued and **all** instalments must be paid by Direct Debit. For the avoidance of doubt, when a pass is cancelled, other than under the circumstances described in points 3 and 4 below, the college will expect payment of £750 even if paid in instalments.
3. There is a cooling off period until 30th September 2024. If I choose not to continue using the bus and I hand back my pass to the College's Finance Office before this date, then I can cancel my bus pass and pay as per point 5 below. After 30th September 2024, I will be committed to using the college bus for the whole academic year and the full cost of £750 will be payable.
4. The only circumstances where a bus commitment can be cancelled automatically after 30th September 2024 and no payments required are:
 - (i) If I leave college or
 - (ii) Long-term absence due to illness
 - (iii) Decision made by College to terminate a learning agreement

In these circumstances, the College should be informed in writing that you wish to cancel your bus pass and the pass should be handed back to the College's Finance Office. Any other circumstances can be submitted by written request for consideration based on individual circumstances and the outcome is not guaranteed.

5. If I cancel my bus pass in the circumstances described in 3 or 4 above, then the payment due for the period of use will be calculated at the **rate of £6.00 return per day** for each College day up to the day my pass is returned to the College's Finance Office. Note that this is not a pro-rated amount for the number of days used, but an amount based on the casual user daily rate i.e. the rate that would have been payable had I paid for the bus each day rather than the discounted bus pass rate.
6. **A lost pass or in the case of cancellation, an un-returned pass will be charged a discretionary fee of £5 for a replacement.**
7. I will carry my student ID card (which incorporates my bus pass) at all times and understand that I will not be allowed to travel without it, this will be scanned by a barcode reader on entry to the College bus prior to travel. We will use this collected data for safeguarding, Health and Safety and financial monitoring purposes.
8. I understand that all payments will be made by the due dates. Failure to make payments on time with arrears accumulation will result in the cancellation of my bus pass.

IMPORTANT NOTE: When applying online you will need to select the tick box to confirm that you have read, understood and accept these Conditions of Use as set out by the College for the use of the QE Bus Service.

The College offer financial support towards travel for College bus or public transport, please refer to our financial support leaflet for more information or feel free to contact the Finance Department. If there is a substantial change in household financial circumstances during the period of this agreement, please feel free to contact us for financial support consideration.

General Conditions of Use.

Arrive at the bus stop at least 5 minutes before the departure times.

Smoking or the use of naked flames is not permitted including the use of e-cigarettes/Vapes.

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.

Wilful damage to vehicles or their contents or interference with anything provided in the interest of Health and Safety, is not permitted. Respect the vehicle and leave it clean and tidy and take your litter with you.

Do not distract the driver while the vehicle is in motion.

At all times the bus driver is the ultimate source of authority on the bus and must be respected as such.

It is the responsibility of each student to take all their property with them when they leave bus. Any lost property must be taken up directly with the coach operator.

The College accepts no responsibility for unavoidable delays and route changes due to forces outside its control - for example, road traffic accidents and traffic congestion.

The College reserves the right to vary routes and/or pick up points/times for organisational, Safeguarding, Health and Safety, planned roads works and events.

Electronic checks will be carried out on bus passes, any student found to be travelling without a valid bus pass may be subject to the Colleges disciplinary procedure or refused travel.

Once the bus agreement is signed and agreed this will be a binding financial agreement for the full academic year.



College Bus Information – Please retain a copy for your information

When using this service, we require a commitment for the year. Cancellations/refunds will only apply to students who leave college before the end of the academic year. In this case the bus pass must be returned to the Finance Office. (See the College Conditions of Use for full details). Payment will be calculated up to the date the bus pass is received by the College's Finance Office, based on a rate of **£6.00 per day**.

College Bus Passes

An annual pass bearing the user's photograph and name will be incorporated into the student ID card. These cards will be issued to students at enrolment or during the first week of term.

When all College Bus Passes have been issued, they **MUST** be carried at all times and shown to the driver when boarding the bus. In the event that a student does not have his/her pass, then the student cannot assume the right to travel. The bus driver may refuse travel for any student without the correct pass.

Lost, stolen or damaged College Bus Passes

If a pass is lost, stolen, or damaged, there will be a replacement charge of **£5.00**.

PLEASE NOTE: The College Bus Pass cannot be used with any other bus service.

The College accepts no responsibility for any loss or damage howsoever caused or arising from use of or the failure of the Bus Operator to provide this service.

The College Privacy Notices for students and parents/carers can be found in the links below and detail the ways in which we use your personal information.

[Privacy Policy for Students](#)

[Privacy Policy for Parents](#)

Please note that in order to route the College buses we may need to share post codes with coach operators and/or third party route planners. This data will be limited to post codes and no other personal information will be shared.