

TERMS AND CONDITIONS OF REASEHEATH COLLEGE TRANSPORT

1. Reaseheath College Transport Service

- 1.1. Reaseheath College (the college) aims to provide safe and reliable ways for students to access their learning at the college.
- 1.2. Whilst every reasonable effort is made to continue the smooth running of transport services, there are circumstances beyond our reasonable control (such as bad weather and road closures) that could interrupt or disrupt the service at short notice for which the college cannot be held liable.
- 1.3. Transport services information is correct at the time of printing or publication on the college website. The college may need to make changes to its services, including to transport routes and pick up points, at any time, due to operational or efficiency requirements.
- 1.4. Transport services are available in accordance with the college calendar and services do not operate outside of college term time, or on other times when students are not in college, such as college inset days.

2. Charges

- 2.1. Students must complete an application form to reserve their bus pass. Charges for travel will vary according to the route. Details of the charges applicable are available on the college website. Charges are correct at the time of publication and are subject to review on an annual basis.
- 2.2. Bus pass applications must be made on a termly or yearly basis and payment must be made either termly or yearly.
- 2.3. Transport service charges apply as published notwithstanding individual timetables, inset days, holidays or for any reason where the student is not using the transport for example due to a period of illness or absence. There will be no refunds if the bus pass has been used at any time during the relevant term.
- 2.4. The transport service must only be used if payment has been made. Travel will be refused if payment has not been made and students found to have used the service without paying will be liable to pay the appropriate charge for that period.
- 2.5. Students must only travel on the route that they have paid for. Any changes must be authorised by the Transport Coordinator.
- 2.6. If the service is no longer required, the Transport Office must be notified via email to transport@reaseheath.ac.uk. There will be no refunds for a term in which the bus pass has been used at any time during the relevant term.
- 2.7. Some students may be eligible for financial support through a bursary to help them with the cost of transport. Further information can be found on the college website or by contacting the Student Finance Team on studentfinance@reaseheath.ac.uk.

3. College Bus Passes

- 3.1. Students must take full responsibility for their bus pass at all times and must have them on display when on college transport.
- 3.2. If a student loses their college bus pass, they must replace it at a cost of £5.

4. Using College Bus Services

- 4.1. Whenever students board college transport, they must show the driver a valid combined student ID and bus pass and scan onto and off the vehicle.
- 4.2. College transport leaves promptly therefore students must ensure they are stood at their designated bus stop ten minutes earlier than departure time.
- 4.3. The college will not be liable if a student misses their bus to or from college. If a student misses their bus, it is their responsibility to arrange alternative transport to and from college.
- 4.4. Some students are required to bring kits, equipment and small suitcases to college. These luggage items must be placed on the student's knee, in the luggage rack, under the seat or in consultation with the driver in the luggage hold of the bus. Luggage must not be placed on an empty seat. Students must look after their luggage at all times and will be responsible for any items.

- 4.5. If students find any property left on a bus, they must hand it in to the driver. The college will do all that it reasonably can to locate and return any property left on a college bus.
- 4.6. To reclaim lost property from a college bus, students must go to the Transport Office. If the lost property is perishable and not claimed within 24 hours of being found, it will be disposed of. If not, it will be kept until the end of the term and then disposed of. If the lost property is contained in a package, bag or other container, the college may open it and examine it in order to trace the owner.
- 4.7. The college or the bus operators will not be liable for any direct or indirect loss, damage, cost or inconvenience suffered as a result of any damaged or lost property, any suspension or exclusion from the transport service, any missed buses or for any unavailability, delay or disruption of the transport service for any reason.
- 4.8. These terms and conditions do not affect your statutory rights as a consumer and the college does not seek to exclude any liability that cannot by law be excluded.

5. Conduct of Passengers

- 5.1. Reaseheath College has a Behaviour Code for using Reaseheath College transport which students must comply with. Students are required to agree to abide by the Behaviour Code when applying for a bus pass. The Behaviour Code is available on the college website and in the online application process.
- 5.2. All college transport is an extension of college and students are required to comply with college rules and behaviour policies whilst using college transport. Behaviour will be recorded and disciplinary action taken if necessary in accordance with the college disciplinary process.
- 5.3. The college reserves the right to refuse transport should it have reason to believe that a student is in breach of the Behaviour Code or college rules and behaviour policies.
- 5.4. The college reserves the right to take any other measures it considers necessary to protect the safety and comfort of other students and staff including temporary suspension or permanent exclusion from travelling on college transport services.

6. Complaints

- 6.1. The college welcomes suggestions and complaints because they help us to improve our services. We will handle complaints with consideration and will provide a response as quickly as possible aiming to respond within 10 working days of receipt. The college compliments and complaints procedure can be found on the college website.

7. Data Protection

- 7.1. The College collects and process personal data in accordance with the principles contained in the Data Protection Act 2018 and as set out in its privacy notice available to download from its website – www.reaseheath.ac.uk/data-protection

8. General

- 8.1. If any provision or part provision in these terms and conditions is found to be invalid, ineffective or unenforceable under any applicable law or regulation, the remainder of the provision or provisions will stand in full force and effect.
- 8.2. No delay or failure by the college to enforce in whole or in part any of these terms and conditions will be deemed as a waiver of its right to enforce them.
- 8.3. The governing law for these terms and conditions is the law of England and Wales.