

## **York College – Terms and Conditions of Travel on College Transport**

Use of York College transport and the purchase of any coach pass or ticket constitutes full and unconditional acceptance of these Terms and Conditions. All students must read and accept these conditions before purchasing a pass or travelling on any York College vehicle.

### **1. Passenger Rules**

1. York College transport is available only to current York College students.
2. Students must present a valid York College ID card and scan a valid ShuttleID bus pass / ticket when boarding.
3. All passengers must always comply with the York College Student Charter and Code of Conduct.
4. Breaches of these Terms or the Student Charter may result in disciplinary action and withdrawal of transport rights.
5. Students who are suspended, excluded, or who leave the College immediately lose the right to use College transport and their pass /ticket will be void.
6. If a student is refused travel or asked to leave a vehicle, they must make their own alternative travel arrangements. If the College arranges transport, the student will be charged the full cost plus a £5 administration fee.
7. Any student who causes damage to a vehicle will be charged the full repair cost, may face disciplinary action, and may lose transport privileges.

### **2. The Service**

1. York College accepts no responsibility for delays or route changes caused by circumstances outside its control (e.g., accidents, congestion, severe weather).
2. The College may vary routes, pick-up points, or times for operational or safety reasons.
3. Service updates are issued via email and/or SMS. Students must have a valid ShuttleID ticket to receive notifications.
4. In the event of a vehicle breakdown, a replacement vehicle will be provided by the transport provider. York College will update all students on the affected route via SMS message where possible.

### **3. Passes and Tickets**

1. A valid annual pass or Flexi ticket, purchased through ShuttleID, for the current academic year is required for travel. The pass or ticket must be purchased from the Travel and Transport page of the college website.
2. After purchase, students receive a QR code which must be scanned on boarding. A printed copy is recommended for use in situations where the mobile device is not accessible (e.g. flat battery).
3. For annual passes paid by direct debit (8 instalments):
  - The first payment is taken at the time of purchase.
  - Further payments are taken on the 1st working day of each month from 1 October to 1 April.
  - It is not possible to change the charge date.
  - It is the payer's responsibility to ensure funds are available in their bank at the time of processing. Failed payments will result in cancellation of the pass.
4. Flexi ticket users must ensure their journey balance remains in credit. Students may be refused travel if their ticket goes into debit. A top up reminder email will be sent to the ShuttleID account holder when there are 3 journeys left on the ticket.
5. Flexi tickets may be purchased for multiple routes, but only one ticket per route per student is permitted.
6. Flexi tickets must be used within the academic year of purchase. Unused journeys cannot be carried over to following academic years or refunded except in exceptional circumstances as agreed with the college.
7. Students must present a valid ticket when boarding. Failure to do so may result in refusal of travel.
8. Students are responsible for the safe keeping of their ticket. Screenshots are permitted if the QR code remains scannable.
9. Tickets purchased through ShuttleID or awarded through the bursary are unique to individuals. Sharing or misuse will result in disciplinary action and withdrawal of transport rights.
10. The use of fraudulent tickets will result in disciplinary action and loss of travel rights.

11. Travelling without a valid ticket and paying later is not permitted. Students unable to purchase or present a ticket must contact **Transport@yorkcollege.ac.uk** in advance of travel.

12. Ticket checks are carried out. Students travelling without a valid ticket or on the wrong route may face disciplinary action and loss of transport rights.

#### **4. Refunds Policy**

1. Flexi Tickets are valid only for use within the academic year in which they are purchased. Any unused journeys remaining at the end of that academic year will expire and cannot be carried forward to a subsequent academic year.

Refunds will not be provided for unused journeys or unused Flexi Tickets, except in exceptional circumstances as agreed by the College.

Where a student chooses to use alternative methods of transport, including but not limited to driving to college, this shall not entitle the student to a refund or reimbursement for any unused journeys on the Flexi Ticket. The Flexi Ticket will remain valid for the rest of the academic year and may continue to be used on occasions when the alternative transport is unavailable.

2. For annual passes paid in full, pro-rata refunds may be issued only if a student formally withdraws from College. Refunds apply only to full remaining terms (Autumn, Spring, Summer).
3. For annual passes paid by direct debit, it is the user's responsibility to cancel future payments with their bank in cases where the bus pass is no longer required. Payments already made are non-refundable except in exceptional circumstances as agreed by the college. Any approved refund will be reduced by applicable fees and administration costs. Once the direct debit is cancelled with the bank, the bus pass will be void.

#### **4. General Rules and Behaviour Policy / Code of Conduct**

To ensure safety and a positive travel environment, all passengers must follow these rules:

- i. Smoking, vaping, or use of naked flames is prohibited. Any student found to be smoking or vaping will face the college disciplinary system and may lose their right to use college transport.
- ii. Bullying or harassment will not be tolerated; students may be removed from transport pending investigation.
- iii. Alcohol and controlled substances must not be carried or consumed.
- iv. Knives, sharp objects, firearms, or ammunition are strictly prohibited
- v. Wilful damage or interference to the vehicle or with safety equipment is forbidden and will result in disciplinary action including the loss of travel rights and possible charges for any costs incurred.
- vi. Students must remain seated and wear seatbelts where provided.
- vii. Arrive at the bus stop at least 5 minutes before departure.
- viii. Keep the vehicle clean and take all litter with you.
- ix. Do not distract the driver while the vehicle is moving.
- x. Music must only be played through personal headphones.
- xi. The use of aerosols of any kind is strictly prohibited. This includes (but is not limited to) deodorant sprays, body sprays, perfume / aftershave.