

HERBERTS TRAVEL

General Instructions & Conditions

Student bus passes are valid for the dates shown and can only be used by the student whose name and photograph appears on the pass.

Term dates are as per Bedford Borough and Central Bedfordshire Council Academic Calendars. Individual school term dates may vary slightly.

Bus passes must be carried at all times and produced to the bus driver upon boarding the bus. Students without a bus pass may be required to pay in order to travel. If the pass is used by a student other than named on the pass, the pass will be removed and the named student could be excluded from the service permanently with no refund for any unused travel.

Bullying, vandalism, bad language and unruly behaviour will not be tolerated on any Herberts Travel route. Herberts Travel reserves the right to refuse travel to any person and will report incidents to the appropriate authorities.

Herberts Travel reserves the right to make claim for any damages caused by acts of vandalism.

The bus pass is valid only on the Route and on the dates shown on the bus pass. They can only be used for the journey that is stated on the bus pass. Any changes will have to be authorised by Herberts Travel and a new bus pass will be issued.

Comments, suggestions or complaints regarding the service should be made in writing to:

Post: Herberts Travel, Barford Road, Blunham, Bedford, MK44 3NA

Email customerservices@herberts-travel.co.uk

Lost bus passes will incur an administration charge of £10.00 for the issue of a replacement. Defaced bus passes will not be accepted and will be removed from the student immediately. A new bus pass will be issued and will incur an administration charge of £10.00.

PAYMENT

Bus passes may be paid for using any of the following means. Our preferred method of payment is by card or BACS.

Card – Payment over the phone is available.

BACS - Please include Route Number and Surname in the description.

Royal Bank of Scotland

Account: 10020591

Sort Code: 16-13-07

Cash – Please do not send cash through the post. If sending via the bus driver, please note that this is at your own risk.

Cheque - Please make all cheques payable to **Speldhurst LTD** with your name and address written on the back.

BUS PASS REFUNDS

Bus passes are paid in advance, offered at a discounted rate and are valid for the relevant school term. No refunds for bus passes or unused journeys will be given.

Any student acting in an inappropriate manner, having full knowledge of the Code of Conduct, will be investigated and may be prevented from travelling on the vehicle without refund.

HERBERTS TRAVEL

Code of Conduct for School Transport Users

When applying for a School Bus Pass, you must read and agree to the Code of Conduct set out below. **This part of the application process and we will not be able to process a pass without agreement being made.**

Passengers **MUST**:

- Be at your bus stop at least 5/10 minutes before the pick-up time.
- Have a valid bus pass.
- Treat fellow students, bus drivers and members of the public with respect.
- Act in a manner which does not endanger yourself or other bus users.
- Respect the bus driver's requests for co-operation, including waiting for your bus at school.

Passengers **MUST NOT**:

- Distract the bus driver.
- Stand or move around the vehicle when it is moving.
- Use intimidating, inappropriate or aggressive language or behaviour towards other passengers or the bus driver.
- Act in any way that may cause danger or distress to others.
- Leave litter on the bus.
- Smoke – cigarettes or electric cigarettes.
- Throw or trail items out of the bus windows or doors.
- Wear dirty clothing or footwear that may cause damage to the vehicle.
- Record or capture images on any vehicle, this is strictly forbidden.

This Code of Conduct ensures that you and other passengers agree to enjoy safe and problem-free journeys to and from school. Any student acting in an inappropriate manner, having full knowledge of the Code of Conduct, will be investigated and may be prevented from travelling on the vehicle without refund.