

# HERBERTS TRAVEL

## Holywell MS Bus Pass Information Pack

Attached to this letter you will find:

- General Instructions and Conditions
- Student Bus Pass Application Form 2018/2019
- Code of Conduct for School Transport Users

**Please complete both pages of the form as we cannot process your application without both pages.**

## Fares

**Pay as you go Service:** £2.50 per journey (£5.00 per day)

### Term bus pass:

<b>Autumn Term Pass</b>	@ £4.25 per day (71 days)*	£301.75
<b>Spring Term Pass</b>	@ £4.25 per day (62 days)*	£263.50
<b>Summer Term Pass</b>	@ £4.25 per day (57 days)*	£242.25

*\*Based on Bedford Borough and Central Bedfordshire Council's Academic Calendar.  
Individual school dates may vary.*

**10% discount on the second and subsequent pass price is available for siblings.**

Please do not hesitate to contact us if we can be of any further assistance.

Kind regards

**Herberts Travel**  
**Tel: 01234 342 057**

# 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.

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, The Coach House, Barford Road, Blunham, Bedford, MK44 3NA

Email [customerservices@herberts-travel.co.uk](mailto: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.

**Please complete both pages of the form (we cannot process your application without both pages).**

We will accept emailed application forms and photos. Photos are to be saved as a jpeg file. We will accept "selfies" as long as the student's face is fully visible.

Please post or email your application and payment with one (1) photograph to:

*Bus Pass Application*, Barford Road, Blunham, Bedford, MK44 3NA

or [buspassapplication@herberts-travel.co.uk](mailto:buspassapplication@herberts-travel.co.uk).

### **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

## Student Bus Pass Application Form 2018/2019

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

**Please complete both pages of this form as we cannot process your application without the signed Code of Conduct.**

**Lost Passes** – If you lose your Pass there will be a £10.00 replacement fee.

<b>Name of School:</b>			
<b>Surname:</b>		<b>First Name:</b>	
<b>Date of Birth:</b>		<b>Contact Telephone Number:</b>	
<b>Address:</b>		<b>Email Address:</b>	
		<b>Please tick the term you require a pass for</b>	
		<input type="checkbox"/> Autumn Term	
		<input type="checkbox"/> Spring Term	
		<input type="checkbox"/> Summer Term	
I confirm that the above information is correct. Details provided will remain on file for a period of 12 months. After this time they will be destroyed in line with the GDPR.		<b>Previous Term Pass No:</b>	
		(Applicable to renewals)	
<b>Signature:</b> <i>(Parent or guardian if applicant is under 18.)</i>		<b>Date:</b>	
Please include with your application one (1) up-to-date original photograph. We will accept emailed photos saved as a jpeg file.		<input type="checkbox"/> Card	
		<input type="checkbox"/> BACS	
		<input type="checkbox"/> Cash	
		<input type="checkbox"/> Enclosed Cheque / Postal Orders (Made payable to Speldhurst LTD)	
<b>Post to:</b>	Bus Pass Application, Barford Road, Blunham, Bedford, MK44 3NA		
<b>Email to:</b>	<a href="mailto:buspassapplication@herberts-travel.co.uk">buspassapplication@herberts-travel.co.uk</a>		

Please allow 10 working days for your application to be processed.  
Herberts Travel reserves the right to withhold a pass if suspected of misuse.

# HERBERTS TRAVEL

## Code of Conduct for School Transport Users

When applying for a School Bus Pass, you must read and sign the Code of Conduct set out below. **If this part of the application form is not complete, your application will be returned to you.**

### 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.

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.

I confirm that I have read the Code of Conduct for Home to School Travel and agree that my child will abide by the conditions of travel.

Signed: \_\_\_\_\_  
Parent/Guardian (if under 18)

Date: \_\_\_\_\_

I confirm that I have read the above Code of Conduct and agree to abide by the rules.

Signed: \_\_\_\_\_  
Student

Date: \_\_\_\_\_