

# HERBERTS TRAVEL

## Bus pass application pack 2019/2020

Holywell School, Wootton Upper School, Kimberley College, Marston Vale Middle School, Samuel Whitbread Academy & Robert Bloomfield Academy

- Pricing information
- General Instructions and Conditions
- How to apply for a pass
- Code of Conduct for School Transport Users

## Fares

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

### Term bus pass:

**Autumn Term Pass** @ £4.25 per day (72 days)\* £306.00

**Spring Term Pass** @ £4.25 per day (60 days)\* £255.00

**Summer Term Pass** @ £4.25 per day (58 days)\* £246.50

**Year** Buy a year upfront before Sept 19 for an extra 15% discount\*\*

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

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

**\*\* THIS DISCOUNT IS NOT APPLICABLE WITH THE SIBLING DISCOUNT, ONLY ONE DISCOUNT CAN BE CLAIMED.**

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.

# HERBERTS TRAVEL

## HOW TO APPLY

- Complete the online form on the website
- Download and complete the paper version of the form ( available as a word document on the website),email the application form and a photo of the person travelling to [buspassapplication@herberts-travel.co.uk](mailto:buspassapplication@herberts-travel.co.uk) or post to *Bus Pass Application*, Barford Road, Blunham, Bedford, MK44 3NA

*PLEASE NOTE, WE WILL BE UNABLE TO PRODUCE A PASS WITHOUT A PHOTO OF THE PERSON TRAVELING*

## 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. Please visit our offices should you wish to pay cash.

**Cheque** - Please make all cheques payable to **Speldhurst LTD** with the pupil name and address and preferred route number 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**

By making an application you are agreeing that you have read the Code of Conduct for Home to School Travel and agree that your child will abide by the conditions of travel.

### 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.