

# Transport

## Bus Pass Terms and Conditions



### Reservation process

- In order to optimise the use of our college buses, routes may vary from year to year. Please be aware when reserving a seat on one of our buses, that you are reserving the stop not a route.
- If you pay in full by the deadline, a seat will be guaranteed for you.
- If you are a late applicant and the bus is full, a waiting list system will be in operation.
- If you have more than one student attending college and are buying annual passes for both, we offer a 10% discount on the cost of the younger student's pass.
- If you have not yet been interviewed or offered a place you should be aware that paying for a bus pass is NOT a guarantee that a place will be made available on any courses. In the unlikely event that we do not offer you a place to study at Cirencester College you will receive a full refund.
- If you cancel your reservation before enrolment or do not come to college a refund less the £50 non-refundable deposit will be issued.
- If you withdraw from the college during your course or relocate to an area not covered by College buses, a pro-rata refund less the £50 non-refundable deposit will only be issued from the date the bus pass has been returned to the Transport Administrator and your name appears on the official leavers list.
- If you decide you do not want to use the bus anymore or start to drive to college, no refund will be issued.

### Your bus pass

- Be ready to show your pass to the driver. If it can't be produced then the driver may refuse travel.
- Travel is only permitted on the bus route you have requested.
- Do not use anyone else's pass or allow another person to use yours. This may lead to a temporary ban if caught; refunds are not given in this situation.
- If you forget your pass, you will need to pay the cost of a single journey to travel home on the college bus. Please come to the Student Journey hatch before 3.30pm to buy a ticket. If you are buying single tickets you must give a ticket to the driver each time you travel.
- If you lose your pass, it can be replaced at the Student Journey hatch at a cost of £5 for an annual or half year and £3 for a weekly.
- Swapping to other routes is not allowed unless seats become available, which is usually after the October half term.
- Weekly and single tickets for occasional users may be available to buy after October half term depending on space available.

### Your pick-up & departure point

- You are responsible for getting to your bus pick up point.
- When catching the bus, please make sure you are at the bus stop at least 10 minutes before the bus is due. The bus will run to timetable and will not wait if you are late.
- Please put the bus company's number in your mobile phone. Contact them directly if the bus has not turned up after 15 minutes to ascertain the problem. If a breakdown does occur the bus company will put on a replacement bus.
- All buses leave the college between 4.10pm and 4.25pm. Please be at the far side of the car park by 4.05pm to wait for your bus as we have approx. 30 buses leaving at staggered intervals.
- In the afternoon as the buses arrive they are recorded on [www.cirencester.ac.uk/busqueue](http://www.cirencester.ac.uk/busqueue) which is also visible on the College TV screens. Students should only use this as a guide and are advised to be in the car park to identify when their bus has arrived.
- When boarding the bus, queue sensibly, well away from the edge of the road.
- Once the bus has closed its doors and started to move off, please be aware it may not be able to safely stop to pick you up.
- If you miss your bus, it is your responsibility to make your own way to college or home, the college will only help in exceptional circumstances.
- In certain circumstances, the bus companies may combine routes onto one coach, this may cause a small diversion and add time to the route but all stops will be covered.

### On the bus

- Stay in your seat once you are on the bus and use a seatbelt if one is provided.
- Do not distract the driver unless if there is an emergency.
- Do not stand in front of the driver, in the aisle or on the stairwell.
- Do not use the emergency exits or doors unless the driver instructs you to or there is a genuine emergency.
- Do not eat, drink, smoke (including e-cigarettes) on the bus.
- Foul, abusive language, bullying or physical aggression of any kind will not be tolerated.
- You must not engage in behaviours that may cause direct harm or make other passengers feel unsafe or uncomfortable.
- You must not deliberately jeopardise your own safety or the safety of other passengers.
- You must not encourage, coerce or equip other passengers to do anything that may jeopardise their own safety or that of the passengers.
- Do not carry real or replica weapons
- Do not throw items.
- Do not destroy, deface or deliberately soil any part of the bus. If damage is caused you will be liable for the full costs of the repair and any fees incurred recovering such costs.
- If the bus breaks down or is involved in an accident, follow the driver's instructions.
- Any of the above inappropriate behaviour on the bus can lead to a temporary or permanent ban from the bus; refunds are not given in this situation.

**Please be aware that many buses are fitted with CCTV, this footage will be used as evidence if required.**