

STUDENT TRANSPORT TERMS & CONDITIONS

2026 – 2027

1. PAYING FOR TICKETS AND PASSES

- 1.1 Payments for tickets and bus passes should be made via the Shuttle ID system.
- 1.2 **All tickets and passes are non-refundable.**
- 1.3 All Direct Debit tickets are issued as annual passes, and the Direct Debit arrangement functions solely as a payment plan for the full annual cost. **All scheduled payments are required to be made in full and on time.** Any Direct Debit payments that are cancelled, withheld, or returned unpaid may result in the College initiating appropriate debt control measures, including but not limited to suspension of services, withdrawal of the pass, or referral to the College's debt recovery processes

2. TICKET TYPES

- 2.1 Students can purchase either annual passes (which can be paid upfront or in monthly instalments) or flexi tickets (purchased as and when).

3. CHARGES

- 3.1 Charges for travel will vary according to the route and ticket type.
- 3.2 Details of the charges are as shown on the College website at <https://www.askham-bryan.ac.uk/transport/>.
- 3.3 Charges will be reviewed annually.

4. PURCHASING PASSES

- 4.1 Passes are annual and students who want a pass will need to reapply for a pass each year.
- 4.2 When you purchase a pass, you are making a commitment for the full period of the pass. **If you decide to stop using College transport, for any reason during the academic year, or are removed from College transport due to poor behaviour, you are still required to pay for your pass (in full).**
- 4.3 If the Direct Debit is stopped or cancelled during the year without the College's permission, the College has the right to take legal action against you to recover any monies that may be owed.
- 4.4 Please note: passes are personal to you and cannot be used by anyone else other than you.

5. HELP WITH THE COST OF TRAVEL TO THE COLLEGE

- 5.1 Some students may be eligible for financial support through a bursary to help them with the cost of transport. For further information please contact our Student Finance office at bursaries@askham-bryan.ac.uk.

6. CONDITIONS OF CARRIAGE

You must wear your lanyard and ID at all times and present this to the driver when you get on the bus.

- 6.1 You also agree to abide at all times by the Student Charter and the College's behaviour policies.
- 6.2 In particular, you must not:
- (a) behave in a manner which may reasonably be expected to cause a nuisance or inconvenience to any other passenger on the bus and or the driver, including, using obscene or offensive language or behaving in a manner that is abusive or threatening;
 - (b) speak to the driver whilst the bus is in motion, stand forward of the cab area, obstruct the driver's vision or otherwise cause the driver to be distracted while driving, except in an emergency or for reasons of safety;
 - (c) deliberately damage or deface any part of the vehicle or deliberately interfere with any equipment fitted to the vehicle.
- 6.3 Smoking and vaping is not permitted.
- 6.4 No animals, with the exception of Assistance Dogs, may be transported on College buses. Please see the College's Assistance Dogs Policy for further details, which is available at <https://www.askham-bryan.ac.uk/publication-scheme-assistance-dogs/>.
- 6.5 Knives and other sharp objects are not to be carried on any College transport under any circumstances.
- 6.6 Students who rely on College or public transport who are required to bring a shotgun or firearm to College (with prior approval) for legitimate curriculum purposes MUST transport the shotgun/firearm in a hard case NOT a gunslip. Shotguns MUST be broken down and carried in an appropriate dedicated gun case. Ammunition is to be carried separately to the firearm, in either a separate box or bag, when transporting and when storing the shotgun/firearm.

7. BREACHING THE CONDITIONS OF CARRIAGE

- 7.1 If you are in breach of any of the above conditions you will be required to give your name and address to the driver and may be removed from the vehicle. You may be refused further travel without refund.
- 7.2 You also understand that:
- your place on the bus will be withdrawn;
 - you will still be liable to pay for the balance of your pass **and no refund will be given.**

8. SUSPENSIONS/EXCLUSION

- 8.1 Should you be suspended or excluded from the College, you understand that you will automatically forfeit any right to use College transport **and no refund will be given.**

9. REFUSING TRAVEL

- 9.1 You understand that if you are refused entry onto a coach or bus, it is your responsibility to make alternative arrangements to get into and home from College.

10. LIABILITY

- 10.1 The College shall not be liable for any direct or indirect losses, damages, cost or inconvenience that you suffer as a result of any cancellation, delay (e.g. where a journey takes longer than expected), diversion or termination of any of our services, or in the event of the service being unavailable to you as a result of the vehicle being fully loaded, at capacity, or for any other reasons.
- 10.2 The College shall not be liable for any loss of or damage to your property.

11. FORCE MAJEURE

- 11.1 The College shall not be liable for circumstances beyond the College's reasonable control.

12. DATA PROTECTION

- 12.1 The College makes use of the ShuttleID platform to be able to provide tickets and passes to you. The information you provide the College and ShuttleID to purchase your ticket or pass is subject to the Data Protection Act 2018 and UK GDPR.
- 12.2 The College and ShuttleID will only process and share information that is necessary to complete your transaction and no other personal data. For instance, ShuttleID will share your personal data with the payment processor to facilitate payment for the services purchased.

- 12.3 For details as to how the College uses your personal data, please see the College's data protection policies available at <https://www.askham-bryan.ac.uk/publication-scheme-data-protection/> .
- 12.4 If you have any concerns about how your data is to be used by the College, you can contact the College's Data Protection Officer at judith.clapham@askham-bryan.ac.uk. If you are still not happy with the College's response, you can complain to the ICO at <https://ico.org.uk/concerns/> .
- 12.5 For details as to how ShuttleID uses your personal data, please go to <https://shuttleid.uk/static/shuttleid-privacy-policy-updated-july-2023-57e89cfb858b2758e218bb8a0aee1fbb.pdf>
- 12.6 For further details as to your rights under data protection legislation and the UK GDPR please go to <https://ico.org.uk/for-the-public/>.

13. SEVERABILITY

- 13.1 If any provision of these conditions or part thereof should be found to be invalid, ineffective or unenforceable under any applicable statute or regulation, the remainder of the provisions shall stand in full force and effect.

14. THIRD PARTIES

- 14.1 Unless expressly stated nothing in this Agreement will create any rights in favour of any person pursuant to the Contracts (Rights of Third Parties) Act 1999.

15. JURISDICTION AND GOVERNING LAW

- 15.1 The governing law for these conditions shall be the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction.

16. COMPLAINTS

- 16.1 Complaints should be made in accordance with the College's Complaints Policy available at <https://www.askham-bryan.ac.uk/publication-scheme-customer-services/> A copy of the College's Complaints Policy is available on request.
- 16.2 In the first instance, the College will try and resolve any complaint informally. Please contact the Transport team at transport@askham-bryan.ac.uk .
- 16.3 If an informal resolution is not possible, or this has not resolved the complaint to your satisfaction, then you can escalate the complaint to Stage 2 and make a formal complaint using the relevant Stage 2 Formal Complaint Form available at <https://www.askham-bryan.ac.uk/publication-scheme-customer-services/> .

- 16.4 A copy of the completed Stage 2 Formal Complaint Form should be sent to the Principal and Chief Executive's Office either:
- By email: enquiries@askham-bryan.ac.uk
 - Or Post: The Principal and Chief Executive's Office, Askham Bryan College, Askham Bryan, York, YO23 3FR
- 16.5 Formal complaints will be acknowledged within 2 days of receipt.
- 16.5 An Investigating Officer will then be appointed who will have 10 working days to investigate and prepare a response to your complaint.
- 16.6 If you are not satisfied with the outcome of the complaint at Stage 2, you can appeal the outcome, provided you do so within 10 working days of the complaint outcome being communicated to you. Appeals submitted outside of this timescale will only be responded to at the College's discretion.
- 16.7 Any appeal response will be communicated within 10 working days.
- 16.8 The College will also not investigate complaints from parents/guardians of students aged 18 or over without the written permission of the student.