

ASHWOOD TRAVEL



Home to School Transport Terms and Conditions

It is essential that passengers behave in an appropriate manner whilst travelling on our services. By purchasing a ticket, you agree to abide by these Terms and Conditions and the Company reserves the right to refuse travel to any passenger who does not comply.

1. Payment Information

- 1.1. The fare is calculated for the year and is not a daily or weekly fare. It must be paid in advance of travel.
- 1.2. Payment by direct debit is for the whole year's transport and not for month by month transport and as such any cancellation will mean that you become liable for the remainder of the full year (see section 2, Cancellation/Refunds).
- 1.3. Direct Debit instalments will be collected monthly over an 11-month period, by GO CARDLESS, after an initial deposit.
- 1.4. Please note a credit reference agency may be used to confirm your address and credit status.
- 1.5. You are asked to allow 2 weeks for processing your initial Direct Debit application.
- 1.6. Advanced notice will be given to you by GO CARDLESS prior to taking the first Direct Debit payment from your account (normally 10 working days). The advanced notice informs you of the amount, date and frequency of payment. Where there is any change, a new advance notice will be issued.
- 1.7. The surcharge for failed Direct Debits is £20 which will be added to any outstanding balance.
- 1.8. Credit/Debit card payments can also be made via the ShuttleID portal.

2. Cancellations/Refunds

- 2.1. If you no longer require the boarding pass you must give notice during the preceding term, this must be sent to us by email to tom@ashwoodtravel.co.uk otherwise we will continue to charge you. It is therefore important that you read the payment information.
- 2.2. The refunded amount will be calculated on the number of full terms remaining in the school year. An administration fee of £35.00 will apply.
- 2.3. No refunds will be given in the last term of the school year unless the cancellation notice is received prior to the commencement of the term i.e. Before the Easter Holidays.
- 2.4. No refunds will be given to students who are excluded from the service (see section 4, Bus Travel Etiquette).
- 2.5. No refunds will be given if the government/school authorities close the school for any reason, this clause supersedes clause 1.1.

3. Boarding/Pass E-Ticket

- 3.1. Boarding passes/E-tickets will be available in the ShuttleID customer portal immediately after payment or direct debit has been set up.
- 3.2. Once your boarding pass has been received, your child can commence to use the service immediately.
- 3.3. Your child must only use the service allocated and must show the boarding pass to the driver on every occasion or they may be refused access. NO TICKET - NO RIDE

ASHWOOD TRAVEL



- 3.4. Ashwood Travel Ltd reserves the right to withdraw the Boarding Pass/E-ticket if false information is supplied, or payment is not received by the due date. In the event of any misuse of the Boarding Pass or if the child/children do not conform to the relevant school's Code of Conduct for School Transport.
 - 3.5. There is no allowance for nonattendance, be it for sickness, holiday, school outing, work experience or exclusion from school.
 - 3.6. Planned non pupil days have been accounted for by Ashwood Travel Ltd in reaching the annual fare price.
4. Bus Travel Etiquette
- 4.1. Students are expected to behave in a reasonable manner when travelling on the bus. They must not distract the attention of the driver. They must not throw objects around in or out of the bus. They must not distract drivers of other vehicles. They must not use abusive language.
 - 4.2. Whilst travelling, students should remain seated. Under no circumstances should the driver be distracted. All students must use the seat belts fitted to our vehicles.
 - 4.3. It is not permitted to consume food or drink on the bus.
 - 4.4. In the event of continued disruption/misbehaviour, those responsible will be given a (STRIKE 1) verbal warning. Should the warning prove not to be enough, then a (STRIKE 2) written warning will be issued either by letter or email and sent directly to the parent/guardian and a 7-day ban will be applied. If this fails to resolve the issue, then the child/children will receive a (STRIKE 3) exclusion from the bus service permanently.
 - 4.5. Any damage to the bus caused by any student will result in the immediate exclusion from the bus service and action to recover the cost of repair of the damage, replacement bus hire and any other costs will be taken.
 - 4.6. It is up to the students to ensure that all belongings are taken with them at the end of each journey. The Company accepts no responsibility for any items left on the bus.
5. Service Information
- 5.1. The service will operate throughout the school academic year and will follow the school timetable.
 - 5.2. In the event of a bus failure, an alternative bus will be sought either from our fleet or from other local operators, whichever is available first. The journey will then be completed.
 - 5.3. In the event of a bus failure or delay of any kind, you will be sent a notification via SMS text, so please make sure that you register a mobile number when you enroll.
 - 5.4. Students should be at their allocated pick-up points 10 minutes before the scheduled time
6. Bus Fare Tariff – Last updated – July 2020
- 6.1. Annual fares: Dependant on route.
 - 6.2. Option 1 – Annual fare paid monthly by deposit and direct debit over 11 months.
 - 6.3. Option 2 – Annual fare paid in full by credit/debit card. (must be purchased online before academic year start date)