



# TERMS AND CONDITIONS

# HOME TO COLLEGE TRANSPORT

Last Updated - 07.06.24

Please read these Terms and Conditions carefully before applying for home to College transport operated by Inspire Education Group (IEG). Your access to and use of the home to College transport service is conditioned on your acceptance of and compliance with these terms.

By accessing or using the home to College transport service you agree to be bound to these Terms. If you disagree with any part of the terms then you may not access the home to College transport service.

## REFUNDS

TC.1.1. By applying and paying for a bus pass, you are signing up for a full academic year; if there are changes to your circumstances and you wish to cease using home to College transport before **1 November 2024**, you will be entitled to a refund for any amounts paid up to that point (pro rata). All refund enquiries should be made in writing to the Student Information Services team, via email. Requests will be acknowledged and processed within 10 working days in line with College refund policy.

TC. 1.2 If you wish to cease using home to College transport after **1 November 2024**, for any reason, you will not be entitled to a refund, and expected to pay the full cost of a bus pass for the full academic year.

TC.1.2a Exceptional circumstances for refunds can be accepted by IEG and will be assessed on a case by case basis with no guarantee of a refund or costs waived. All enquiries should be made in writing to the Student Information Services team at your campus of study via the contact details listed at the bottom of this document. Email requests after the cut-off date will be acknowledged and responded to within 10 working days, in line with College policy.

## PAYMENTS

TC.2.1 The annual cost of home to College transport for 24/25 is £660, and can be payable in one lump sum or in instalments. If you choose the instalment payment option the first instalment is due before the first day of term (see TC 2.2), and the final balance will be settled by **1st November 2024**.

TC 2.2 Full payment, or the first instalment, should be made using the College payment portal, WisePay, as soon as you have confirmation that you are enrolled at the College and have received your payment portal login details by email. IEG reserves the right to terminate access to the home to College bus service with immediate effect, at any point, if sums are owing and are not settled in full by the payment deadline.

TC 2.2a If you choose to pay for the bus pass in instalments, once the first instalment has been paid you are signing up for transport for the entire year and will be expected to pay the full balance by **1 November 2024**.

TC 2.3 IEG reserves the right, at its discretion, to take such legal action as may be necessary to pursue as a debt any monies owing past 30 November 2024 for transport.

TC. 2.4 To Support students from lower income households, you may apply for Financial Support to cover, or contribute towards, the cost of home to College transport: details of this, and the application process can be found on the College websites and will be sent to you via email over the summer break. If you are a returning student you will be sent details prior to the summer break.

TC. 2.5 If your application for Financial Support is unsuccessful you will be liable to pay the full annual fee for transport, **payable by 1 November 2024**. No extensions to the 30 November payment deadline will be granted if your financial support application is submitted after 1 November 2024.

## PASSES

TC. 3.1 By applying for financial support you have confirmed your agreement to the transport terms and conditions.

TC. 3.2 A permanent bus pass printed on your ID badge will be issued after receipt of the first instalment or full payment, or the approval of a financial support application.

TC. 3.3 If you lose your pass it can be replaced in Student Services but you will incur a cost of £5. You will not be able to access home to College transport without one.

TC. 3.4 If you do not have a full bus pass and ID by **1st November 2024**, you will be denied transport on the College bus services.

TC. 3.5 Every student is entitled to one free, "single trip temporary bus pass": a temporary bus pass constitutes one journey from College to home where a one-off trip is required. These can be requested and issued by the transport and bursary teams based in student services. These are only given provided there is sufficient capacity on the requested route.

TC. 3.6 For the first two weeks of the year, students will be able to board a home to College bus with just an ID badge. If you have not collected your bus pass ID by **13 September 2024** you will not be able to use the College transport services from then on. The purpose of this grace period is only to ensure that all students have ample opportunity to collect their bus pass.

TC. 3.7 You may only travel on a home to College bus with the correct bus pass corresponding to the route you have applied for. A full bus pass for the route is required to access the College transport services. The pass you will be issued will entitle you to travel on a designated route only and **you should only travel to College on days you are required to be on campus.**

TC. 3.8 Should your situation change during the academic year and you wish to travel on a different route this can be requested at the discretion of the transport and bursary team, subject to there being an available seat on your preferred route.

TC. 3.9 In extenuating circumstances where you may not have a valid bus pass you may request a "single trip temporary bus pass" for the journey you require. These must be requested for each trip and an explanation provided to suitably justify the request.

TC. 3.10 **If you do not have a valid bus pass printed on your ID at the time of travel, you will be refused transport.** In such circumstances, it is your responsibility to get to College. Stamford or Peterborough College will not accept responsibility for any costs incurred. This also applies to all situations where students are unable to board the bus, for any reason.

## STOPS/ROUTES

TC. 4.1 You are purchasing a bus pass for a specific route that will pick you up and drop you off at a designated stop.

TC. 4.2 Any changes in circumstances, such as a change of address, or change of required route and stop should be reported to the Transport and Bursary team immediately; where there is an alternative stop and route available you will be able to switch your pass and relinquish your previous pass. Should there not be a suitable route or stop to service your new circumstances you will not be refunded part of the cost of the bus pass. If you cease using College transport, this must be reported immediately and your bus pass returned.

TC.4.3 Stamford and Peterborough Colleges reserve the right to change bus routes and stops, on a temporary or permanent basis, at any point throughout the year, if required. In the event of this you will be notified about the changes as soon as possible. This is rare, but is required to cover situations, that are out of the College's and/or transport providers' control, that may impact the bus routes.

TC. 4.4 Some of the bus routes the College supplies are provided by transport companies that offer transport services to the general public. By purchasing a bus pass through Peterborough or Stamford College, you are reserving a space on a public service bus. If you do not present a College bus pass on any of these routes, you will be charged a fee to travel each day by the transport provider, which will not be refunded, even if you receive financial support. To that end, Peterborough and Stamford College have no control over changes made to public service routes.

TC. 4.5. It is a requirement that you arrive at your designated stop 10 minutes before the advertised departure time. All buses will have the route number displayed, it is your responsibility to hail the bus. If you miss the bus, it is your responsibility to source alternative transport into College at your own expense.

TC. 4.6 Home to College transport departs from Stamford College at 4.40pm, and Peterborough College at 4.50pm. It is your responsibility to ensure you are on board your bus before this time. Information about departing buses can be sought from Security who are located in the bus lane from 4.30pm. Should you miss the bus, it is the responsibility of the student/parent/guardian to find alternative travel arrangements for the journey home on that day.

## **LATE BUSES**

TC. 5.1 From time to time, due to unforeseen circumstances out of our control, the service provided may not run to the advertised schedule. In the event of this, information will be distributed via text message. Transport and Bursary staff will not be in College until 8.30 am and communication will be sent after that time.

## **LOST PROPERTY**

TC. 6.1 Lost property should be reported immediately to Bursary and Transport staff who will liaise with the bus operator where appropriate to try and retrieve it. Stamford and Peterborough Colleges, and partner bus companies accept no liability for loss or theft of personal property on any of the College or shared public bus routes.

## **COMPLAINTS PROCEDURE**

TC. 7.1 Complaints about home to College bus routes can be made directly to the Student Information Services teams via email, or via the contact forms on the College websites. Complaints about any public service route must be made directly to the public service. Complaints procedures and contact information are available on College websites.

## **BEHAVIOUR**

TC. 8.1 You are subject to, and are expected to adhere to the College Student Code of Conduct. If you are deemed in breach of these you will be disciplined in line with College policy and may have your bus pass terminated. Stamford and Peterborough College reserves the right to terminate a bus pass without notice or refund of any individual displaying persistently unacceptable behaviour on home to College transport. Expected behaviour on transport are set out at the start of the application process, and you must agree to these before accessing College transport. A copy of these is also listed at the bottom of this document.

Transport providers are required to inform the College of any breaches of the student code of conduct and the College will take action upon instruction. IEG will support the decision of any transport provider who wishes to refuse travel to those students that persistently exhibit poor behaviour on the College bus routes.

TC. 8.2 All College buses enforce a strict no smoking and no vaping policy.

TC.8.3 IEG accepts no liability for any damage (accidental or willful) caused to buses by individuals. If you are identified as damaging or vandalising a bus you will be liable to pay for damage. You will also have your bus pass terminated in line with TC. 8.1.

TC 8.4 Your bus pass is your property, do not deface your bus pass or give it to any other student. Fraudulent activity around bus passes will also result in your pass being confiscated and you will be excluded from using College Transport and responsible for finding alternative ways to travel to College without refund or cost waiver.

## **CCTV**

TC. 9.1 CCTV is in effect on all home to College bus routes and it is employed for student and driver safety.

TC. 9.2 CCTV footage can be accessed by Stamford or Peterborough College and will be used as part of investigations into potential behavioural issues or complaints from students or the bus driver.

## **REQUESTS FOR ADDITIONAL STOPS**

TC.10.1 Requests for additional stops on a College bus route can be implemented at the discretion of IEG. Extra stops are dependent upon student demand, safety of the bus stop and the extra time and cost it would add to the journey. Students can raise their suggestions at the Student Council or contact the Student Information Services team at your campus of study.

## **CHANGES**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion and you will be notified of any significant changes in advance of the changes being made.

## PRIVACY

Personal data is collected and processed, in line with our GDPR and data protection policy (available on our website). In addition to this we may, on rare occasions, and only what is reasonably required, have to share relevant information with our contracted transport providers to maintain consistent and reliable transport services. These purposes could include, but are not limited to: assessing bus capacity; route planning; student sanctions; safeguarding issues; bus breakdowns, accessibility requests and emergency situations.

## CODE OF CONDUCT: COLLEGE TRANSPORT

Whilst waiting for your bus, on board the college bus and waiting in the bus lanes you are subject to the Student Code of Conduct. Students found to be in breach of these rules will be subject to the college's disciplinary procedure and may have their bus pass removed and be instructed to find alternative transport to college.

- Do not attempt to open the doors of the bus.
- Do not try to embark or disembark the bus whilst it is moving. Wait until the bus has come to a complete stop.
- Do not loan your bus pass to anyone else. Fraudulent bus pass use will result in disciplinary action and a travel ban.
- Remain in your seat whilst the bus is moving and wear seatbelts where provided.
- Do not obstruct the drivers view or distract the drivers in any way.
- Swearing, verbal aggression, bullying or fighting are not tolerated on any College bus route. Such behaviours will lead to the College disciplinary procedures being invoked and a travel ban issued.
- Do not eat or drink on board the buses.
- Alcohol, smoking, vaping, possession or use of illegal substances are strictly prohibited on all bus routes. Such behaviours will lead to the College disciplinary procedures being invoked and a travel ban issued.
- Do not damage, graffiti or vandalise the bus in any way. Such behaviours will lead to the College disciplinary procedures being invoked and you will also be liable to pay for any damage caused to the property of the bus company.
- Do not leave litter on the bus. There are bins located next to the bus lane.

The College has the right to refuse transport to anyone who is deemed to have breached the College's expected behaviours or the Student Code of Conduct.

## CONTACT US

If you have any questions about these terms and conditions, please contact us on:

**Peterborough College**  
**Email: [info@peterborough.ac.uk](mailto:info@peterborough.ac.uk)**  
**Tel: 0345 872 8722**

**Stamford College**  
**Email: [transport.smd@ieg.ac.uk](mailto:transport.smd@ieg.ac.uk)**  
**Tel: 01780 484300**