



Terms and Conditions Home to College Transport 2019/2020

Please read these Terms and Conditions (“Terms” “Terms and Conditions”) carefully before applying for home to college transport operated by New College Stamford (“New College Stamford”, “College” “The College”).

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 28th October 2019, you will be entitled to a refund; all refund enquiries should be made in writing to the Lead Student Financial Welfare Advisor via email to: transport@stamford.ac.uk. Requests will be acknowledged within 2 working days and processed within 10 working days in line with College policy.

TC. 1.2 If you wish to cease using home to college transport after 28th October you will **NOT** be entitled to a refund except in exceptional circumstances. Exceptional circumstances are assessed on a case by case basis at Director Level with no guarantee of a refund. All enquiries should be made in writing to the Student Financial Welfare Advisor via the email address transport@stamford.ac.uk; requests after the cut-off date will be acknowledge within 2 working days and processed within 10 working days in line with College policy.

Payment

TC.2.1 The annual cost of home to college transport is £455 – this is subject to review on an annual basis.

TC 2.2 Payment should be made either in full, before the start of the academic year, or in three instalments of £150 (one per month: for example £155 due during enrolment, prior to term starting, £150 due 1st October, £155 due 1st November) with the full balance due before 1st December 2019, (please see published guidance on how to pay for home to college transport). New College Stamford reserves the right to terminate access to the home to college bus service with immediate effect if sums are owing and are not settled by the 1st December 2019.

TC 2.3 New College Stamford reserves the right at its discretion to take such legal action as may be necessary to pursue as a debt any monies owing past 1st December 2019 for transport.

TC. 2.4 You may apply to New College Stamford for Financial Support to cover the cost of home to college transport: details of this, and the application process can be found on the Student Portal: <https://onlineforms.stamford.ac.uk>. A paper application form may be requested from Student Services.

TC. 2.5 If your application for Financial Support is successful, you will be issued with a full bus pass; if your application is unsuccessful you will be liable to pay the full annual fee of £450 within 3 months (either in full, or across 3 instalments, as detailed in TC. 2.2).

Passes

TC. 3.1 Once you have confirmed your agreement to the terms and conditions set out here, and have paid the full balance you will be issued with a full bus pass.

TC. 3.2 If you are paying instalments, you will be issued with a temporary bus pass which expires on the month which the payment was received (for example £150 payment 1st September pass will expire 30th September, £150 payment 1st October pass will expire 30th October). A permanent bus pass will be issued after receipt of the final instalment payment.

TC. 3.3 If you lose your pass it can be replaced in Student Services but will incur an administrative cost of £5.

TC. 3.4 If you are applying for Financial Support to cover the cost of home to college transport, you will be issued a temporary bus pass until your Financial Support application has been processed and an outcome decided, as detailed in TC. 2.5.

TC. 3.5 Every student is entitled to one free temporary bus pass: a temporary bus pass constitutes one return journey from home to college, or from college to home.

TC. 3.6 All students will be able to board a home to college bus with just an ID badge until 13th September 2019. The purpose of this grace period is to ensure that all students have either paid for their bus pass or applied for Financial Support to cover the cost of home to college transport as detailed in TC. 2.5. If after this time, you have not paid in full, have not paid the first instalment or have not submitted a financial support application, you will be denied access to travel.

TC. 3.7 You may only travel on a home to college bus with the correct pass. The pass you will be issued will entitle you to travel on a designated route, this will be enforced by New College Stamford and by the bus contractor.

TC. 3.8 Should you wish to catch a different route you may at the discretion of the Student Financial Welfare Advisor by purchasing a temporary bus pass, subject to there being an available seat on your preferred route.

TC. 3.9 If you lose your bus pass and are traveling in the morning from home to college, you may present your College ID badge to the driver who will confiscate it and return it to the Student Financial Welfare Advisor. You must collect your ID badge from the Student Financial Welfare Advisor in Student Services at the first available opportunity. The ID badge will be returned to you upon receipt of payment for a temporary bus pass, payment for a full bus pass, or production of a full bus pass. Should you not have your bus pass for the evening journey you will need to purchase a temporary bus pass from the Student Financial Welfare Advisor.

TC. 3.10 If you do not have a valid bus pass or ID badge at the time of travel, you will be refused transport. In such circumstances, it is your responsibility to get to College, and New College Stamford will not accept responsibility for any costs incurred.

TC. 3.11. New College Stamford offers a buy-one-get-one-free policy for 2 students living at the same address. If this applies to you, please contact transport@stamford.ac.uk.

Stops/Routes

TC. 4.1 You are purchasing a bus pass for a specific route that will be 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 Student Financial Welfare Advisor 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 there is no guarantee that you will be refunded part of the cost of the bus pass. As detailed in TC. 1 all enquiries of this nature should be made in writing to the Student Financial Welfare Advisor via the email: transport@stamford.ac.uk.

TC.4.3 New College Stamford reserves the right to change bus routes and stops at any point throughout the year; in the event of this you will be notified in writing and suitable alternative arrangements will be made for you to continue to travel to College.

TC. 4.4 The Route 9 (also known as the Brylaine G53), Route 11 (also known as the Brylaine G79), Route 14 (also known as the Mark Bland 184) and the Route 15 (also known as the Mark Bland 185) are open contract service buses. By purchasing a pass through New College Stamford, you are reserving a space on a public service bus. To that end, New College Stamford has no control over changes made to the service as detailed in TC. 4.3. All other New College Stamford Routes are operated exclusively for New College Stamford.

TC. 4.5. It is expected that you arrive at your designate stop 10 minutes before the advertised departure time. All buses will have the route number clearly 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 New College Stamford at 4.40pm, it is your responsibility to ensure you are on board your bus before this time. Information about departing buses can be sought from the Campus Experience Officers who are located in the bus lane from 4.15pm or on the Bus Status Information Board displayed located around campus. Should you miss the bus, you will be expected to find alternative travel arrangements; as a last resort, New College Stamford will provide alternative transport at a cost to the parent or guardian responsible for the student.

Late buses

TC. 5.1 From time to time due to unforeseen circumstances the service provided may not run to the advertised schedule. In the event of this, information will be distributed via the transport twitter feed under the following twitter handle: @NCS_transport. It is your responsibility to make yourself informed of any disruptions or changes to any route.

Lost Property

TC. 6.1 Lost property should be reported immediately to Student Services who will liaise with the bus operator where appropriate to try and retrieve it. New College Stamford, and partner bus companies accepts no liability for loss or theft of personal property.

Complaints procedure

TC. 7.1 Complaints about New College Stamford home to college bus routes can be made directly on the Transport Feedback form online via the Student Portal. Complaints about any public service route must be made directly the public service bus website.

Behaviour

TC. 8.1 You are subject to, and are expected to adhere to the New College Stamford's Student Code of Conduct (this is available on request), if you are deemed in breach of these you will be disciplined in line with College policy. New College Stamford reserves the right to terminate a bus pass without notice or refund of any individual displaying persistently unacceptable behaviour on home to college transport.

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

TC.8.3 New College Stamford accepts no liability for any damage (accidental or wilful) 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 have your bus pass terminated in line with TC. 8.1.

CCTV

TC. 9.1 CCTV is in effect on all home to college bus routes and it is employed for your safety.

TC. 9.2 CCTV footage can be accessed by New College Stamford and may be used as part of investigations into potential behavioural issues, in the event of damage caused to the bus, and in the event of an accident in which the bus is involved.

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.

Contact Us

If you have any questions about these Terms, please contact us on transport@stamford.ac.uk or 01780484300 ext. 344.