Bus Terms and Conditions

Please read these carefully before completing the Application Form

1. A ticket must be purchased via Shuttle ID and you must have a valid student ID badge before travelling. The Shuttle ID QR code will be scanned upon boarding the bus and you must clearly display your student ID badge to the driver. Students without a QR code ticket a valid student ID badge will not be permitted to travel on the buses.

2. All buses are NON-SMOKING AREAS at all times. Passengers are not permitted to vape, smoke, carry lit tobacco, lit matches or lit cigarette lighters, whilst on board the College bus. Parents/guardians are to ensure that their wards are made fully aware of these requirements.

3. Damage to seats or any other fittings or equipment will be regarded as damage to College property. This is classed as gross misconduct and will be dealt with in line with the Student Regulations 2026-27 which may include being invoiced for repairs.

4. Alcohol and drugs are not permitted on any College bus. Anyone considered to be under the influence of drugs or alcohol will not be permitted to travel on a College bus.

5. No items are to be thrown or trailed out of the bus windows or doors. Littering is an offence and will be dealt with in line with the Student Regulations 2026-27.

6. Students are required to exercise due care and attention when boarding and alighting buses and have due regard for the safety of others. Any incidents that occur before a student boards a college bus should be reported to the police. Opening of vehicle doors or tampering with any emergency equipment will be considered an act of gross misconduct. Drivers/operators of buses have the authority to ask any student who has tampered with emergency equipment including fires doors (unless it is an emergency) to exit the bus (in a safe location) and that student may be refused boarding for future travel.

7. Students are expected to behave in a manner that will not cause offence to others. Students should only take up one seat and not sit with their legs outstretched taking up extra seats. No loud music is to be played on the bus when it is in motion.

8. Any student failing to comply with any points of these Terms and Conditions will be subject to standard College disciplinary procedures in line with the Student Regulations 2026-27.

9. The drivers/coach companies have the right to refuse entry to their vehicle.

10. The College reserves the right to immediately withdraw the Bus Pass from any person not complying with these terms and conditions. No refund will be given for Bus Passes where the Bus Pass has been withdrawn due to non compliance of these terms and conditions. No refunds will be given for Bus Passes where the student has been removed from College for disciplinary reasons, for any student who is excluded from college or where a student has withdrawn from college due to disciplinary reasons.

11. The Bus Pass is non transferable from one student to another in any circumstance.

12. The College reserves the right to refuse travel to any person that, in the opinion of the driver or other College official, may cause a nuisance or offence to other College bus users.

13. In the event of a vehicle breakdown, a service vehicle or replacement vehicle will be sent ASAP. Please follow the driver's instructions. The College cannot take responsibility if you choose to make your own way.

14. The College Bus service is a private contract and a College Bus Pass cannot be used on public buses, nor can another Bus Pass (such as a Goldrider) be used on the College Bus service.

15. Pick up and drop off points are as per the timetable and no request stops are allowed.

16. Please be at the pick up at least 10 minutes before the allotted pick up time.

17. Students should inform the College if they change their mobile number, for notifications about the service.

18. Reporting of bad or dangerous behaviour. The College does not tolerate any bullying, dangerous behaviour, criminal activity etc. If any person observes, or is the subject of such behaviour whilst travelling on College Buses, they can confidentially contact a member of the Student Liaison Team by text, telephone or email on the following:

Tel 01223 418442
Email studentsafety@camre.ac.uk

Text 07984 404345 - Prefix the message with 'Bus', then add your message
e.g. 'Bus route 4/16:30/A.N. Details / From Your Name'

19. Comments, suggestions or complaints regarding the College Bus services should be directed to the Transport Co-ordinator, Facilities and Estates Department via telephone on 01223 418225

20. Any student with an outstanding bus fee balance where a payment plan or direct debit is not in place will have the full bus pass removed whilst the outstanding payment issue is resolved with the Finance team. Where the payment by direct debit has failed twice, the balance outstanding will be required to be paid in full. Direct Debit payments will appear on your bank statement as 'Go Cardless'. If you cancel your direct debit mandate, even in error, please note we do not have the facility to reinstate this instruction. Therefore, any balance due will be required to be paid in full, as soon as possible, as the option to pay by instalments has been withdrawn. Please contact buspasses@camre.ac.uk with any queries regarding payment of your bus pass.

21. Please note, that on occasions where the service is unable to operate as published, NO REFUNDS WILL BE MADE. Please note the issuing of a Bus Pass does not guarantee a seat. All buses are licensed to carry a certain number of seated passengers as well as standing passengers. We would request that if necessary, your seat should be offered to any passenger with specific needs who may require it. All Bus Pass holders are required to abide by the Terms and Conditions for Use of College Bus Services. The College reserves the right to withdraw immediately the Bus Pass of any person not complying with these Terms and Conditions and no refunds will be given.

22. The bus pass is applicable for any day of the working week in term time. The college reserves the right to refuse transfer to alternative routes. However, discretion will be shown in exceptional circumstances agreed in-advance.

All enquiries regarding transport and tickets should be directed to:

The Bus Pass Team on 01223 428830
Please email buspasses@camre.ac.uk with any queries regarding tickets.

If a Bus Pass is no longer required, any refund amount will be calculated by the Finance Office (per term only and less bank charges). For a refund please email buspasses@camre.ac.uk. Refunds are not given for Bus Passes issued to students on Apprenticeship Schemes.

REFUNDS	Refund applied for before 31st December 2026	Refund applied for before 1st April 2027	Refund applied for after 31st March 2027
Fee Paid in Full in Advance Full Fare	£367	£168	No refund payable
Early Bird	£333	£151	No refund payable
Apprentice & Bursary bus passes	Please contact: buspasses@camre.ac.uk	Please contact: buspasses@camre.ac.uk	No refund payable