

BorderBus Terms and Conditions

The following conditions form the basis of your contract with BorderBus Ltd. These booking conditions set out the conditions of the contract between you and BorderBus Ltd and our contractual commitments to each other. Please read them carefully as they set out our respective rights and obligations. By asking us to accept your request and make a booking, we are entitled to assume that you have had the opportunity to read and have read these terms and conditions and agree to them.

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

Bus Passes

Electronic bus passes must be scanned when boarding and must always be available for inspection.

FAILURE TO PRODUCE A VALID PASS WHEN BOARDING MAY RESULT IN THE PUPIL BEING DENIED TRAVEL.

Timetable

The route and timetable are part of a registered service and cannot be changed or altered at short notice. Should there be any changes, parents will be notified by email. The vehicle will depart promptly at the times shown. Passengers are advised to be at their stop at least 5 minutes before the scheduled departure time and stand where the driver can see them. We cannot wait for passengers who are late. It is necessary to indicate to the driver that you wish to board by raising your arm as the vehicle approaches. Should we become aware of traffic issues or delays on any given day we will inform parents/students via our Twitter feed. We advise students to track their bus via our Live Bus Tracking app.

Passenger Behaviour

BorderBus reserves the right to refuse travel to, or permanently ban, passengers for serious misconduct, or consistent incidents of bad behaviour on any route operated by the company. No refunds will be given in these circumstances.

While travelling to and from school, pupils are bound by their school's own behaviour policy, as well as BorderBus terms and conditions. Any behavioural incident which is considered unacceptable by our drivers will be reported to the school immediately so that it can be logged by them, and any sanctions duly given.

Smoking, include e-cigarettes and vaping, is not allowed on any of our vehicles.

Parental Behaviour

Please note that parking at bus stops to drop off/pick up children is completely unacceptable. This can cause a dangerous hazard, as it makes it very difficult for our drivers to stop safely to pick up/drop off your children.

Verbal abuse of our staff will not be tolerated. We reserve the right to refuse travel to, or permanently ban, any passenger whose parent/guardian abuses our staff.

Fare Structure

Fares are reviewed annually by the company. BorderBus reserves the right to alter the pricing for any route, but we will provide appropriate notice to parents.

Personal Data

Please keep the BorderBus portal up to date with any changes to your name, address, telephone number and e-mail address. In providing your personal data to us, you give your consent for us to record and retain it, to use it in all subsequent correspondence between us and you and for us to disclose it to your school, the police and to other parties as we deem appropriate.

Personal Property

BorderBus accept no responsibility for lost property or articles left on the vehicles as they are done so at the owner's risk, any items unclaimed will be disposed of after four weeks.

Food and Drink

Strictly no food or drinks to be consumed on the bus during travel, this is except for water or medical exemptions.

Damage to Vehicles

Where a vehicle is damaged because of vandalism, we will seek to recover the full cost of repairs from the parents/guardians of the student/s responsible. If the amount is not paid, the travel pass will be withdrawn until the amount is settled.

Unforeseen Issues with the Service

Very occasionally the service may run late due to unforeseen circumstances, such as break down, traffic or roadworks, you should wait for 20 minutes after the bus was due to arrive at the pick-up point.

BorderBus will do its utmost to provide alternative arrangements.

Adverse Weather conditions

If schools decide not to open due to adverse weather, they will announce this on the school closures website

We will try to ensure that home to school transport is operated during severe weather but only when safe to do so.

Complaints Procedure

In the unlikely event that you have any reason to complain or experience any problems with your route, you must immediately inform BorderBus in writing or email. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days giving full details of your complaint.

If you have any concerns or complaints, or indeed feedback of any kind, please direct these by email to office@border-bus.co.uk

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