

Standard Conditions of Carriage for

\_\_\_\_\_  
(Operators Name).

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Telephone)

These conditions set out the passenger's rights and obligations whilst travelling on services operated by the above company.

### Passenger Conduct

Passengers must:

- Not smoke on board the bus at any time
- Not behave in an abusive or threatening manner
- Not eat or drink on board
- Have regard for other passengers, including disabled and less mobile passengers.
- Notify a member of staff immediately if they sustain an injury whilst boarding, travelling or alighting the vehicle.

### Safety

Passengers must:

- Not ride on the steps or staircases, stand forward of the driver, or stand on the top deck.
- Not talk to the driver whilst the vehicle is moving, except in an emergency
- Follow staff instructions
- Where standing is permitted, hold onto the poles or straps provided.

The driver may refuse to carry any unsuitable, awkward or hazardous items.

Passengers may be refused entry or required to leave the bus for reasons of safety or due to the passenger's conduct or where there is insufficient accommodation on the bus.

Buses may be fitted with CCTV to provide added security for passengers.

### Fares and Ticketing

When boarding passengers must:

- Show the driver a valid ticket, pass or pay a fare
- State your destination to the driver when boarding.
- If paying the fare or showing a NoW card (concessionary pass) receive a ticket for that journey. This is the passenger's receipt for the journey they are making. If the driver does not give the passenger a ticket the passenger must ask for one.
- Retain their ticket throughout the whole journey and allow authorised officials to check their ticket.
- Passengers paying a single fare or a day return fare are not permitted to break their journey without payment of a further fare unless specified by the company.

## CHILD FARES ON PUBLIC SERVICES

- Children under five years of age, if not occupying a seat required by a fare paying passenger or pass holder, travelling with an fare paying or pass holding passenger will be carried free of charge.
- Children under sixteen years of age will be charged half the single fare, unless a special discounted children's fare applies on that service.
- Children must give their seats up to adults if required.

## CHILD FARES ON COUNTY COUNCIL SCHOOL BUS SERVICES

- All passengers, regardless of age, travelling on school bus services provided by Lancashire County Council pay the same appropriate fare for that journey.

## CONCESSIONARY TRAVEL

- Concessionary pass holders must show their pass to the driver and state the destination every time they board the bus.
- The issuing authority determines the concessions of individual passes.

Children not able to pay their fare will be carried but must they give their name, school and tutor group to the driver (Single ticket only).

Adults not able to pay their fare may be carried at the driver's discretion providing they give their name and address to the driver (Single ticket only).

**Passengers found travelling without a valid ticket or pass and who have not given their details to the driver will be required to pay a standard fare of £10.00.**

**In addition to this passengers travelling with an out of date Lancashire County Council Pass will have their pass confiscated and be reported to the Council. The Council will take steps to recover the revenue lost from the fraudulent use of the pass. This calculation will assume that full use has been made of the pass from its expiry date.**

**Travel passes will be withdrawn if the pass is mutilated, eligible or misused in any way.**

## Boarding, Alighting and Stopping Places

In built up areas with regular bus stops passengers will only be picked up and set down at those stops.

In Hail and Ride areas or rural areas without regular stops passengers will be picked up or set down where they request as long as the driver deems it a safe place to stop.

Passengers wishing to board the bus must give a clear sign to the driver. Passengers wishing to alight must ring the bell once, well before reaching the required stop.

## Accompanied Luggage

Passengers' personal hand luggage is carried free of charge, at the owners own risk. The driver may refuse to carry any unsuitable, awkward or hazardous items.

## Lost Property

Passengers finding lost property must hand it in to the driver or conductor immediately. Property found or handed in to the driver/conductor will be handed in to the company. Application for its recovery should be made to the company.

Perishable goods may be disposed of immediately; other items will be kept for one calendar month.

## Carriage of Wheelchairs, Buggies and Cycles

Buggies are carried at the discretion of the driver, subject to the type of vehicle being used and the space available. The driver may require that the buggy be folded, at the start of the journey or part way through the journey if a wheelchair user wishes to board.

Wheelchairs will be carried on buses with facilities to carry wheelchairs, if there is sufficient accommodation.

Cycles are carried on some services, where this facility is advertised and the vehicle being used is equipped to carry cycles and there is sufficient capacity.

## Animals

Passenger Assistance dogs, such as Guide and Hearing dogs, will be carried free at all times.

Other animals that are not considered a danger or nuisance to other passengers will be carried free at the driver's discretion. The passenger taking the animal on the bus will be responsible for any damage, loss or injury arising from its presence. The animal must not travel on the seats.

## General Conditions

The company is not liable for any costs to the passenger due to any service being late or unavailable to the passenger.

## Complaints

If the passenger wishes to make a comment or complaint they should ring or write to the company. If the passenger wishes to make a comment or complaint about a service operated on behalf of Lancashire County Council they may ring or write to the County Council or contact any County Information Centre. We will try to answer your complaint within 10 working days.

If you are not satisfied with our response you can appeal in writing to the:-

Bus Appeals Body  
C/O Bus Users UK  
P.O. Box 119  
Shepperton  
TW17 8UX.  
01932 232 574  
[www.busappealsbody.co.uk](http://www.busappealsbody.co.uk)

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