

## Scholar Pass Terms & Conditions of issue and use

Your ECC Bus Service Season Ticket is subject to the following conditions and those of the operator.

1. The ticket is not transferable to another person and remains the property of Essex County Council.
2. It is only valid on ECC subsidised local bus service as detailed on the front of the pass. It is not valid on any other service, even if they cover the same section of the bus route.
3. It is only valid on the days shown and on the dates shown inclusive on the front of the pass.
4. It is valid for travel only between any points shown or intermediately on the services(s) specified on the ticket. Season ticket holders wishing to travel before and beyond the specified points on their ticket will on boarding be charged the difference between the appropriate single fare for the journey covered by the season ticket and the full rate for the journey being made.
5. The ticket and supporting photo card must be shown to the driver (or conductor) on boarding the vehicle and when requested by officials of the operator or Essex County Council.
6. The card will become invalid if altered or defaced, and anyone attempting fraudulent use will be liable to forfeit the ticket and any resulting prosecution.
7. Scholar's season tickets are only valid when accompanied by the photo card for the named passenger. A blank photo card is dispatched with tickets, which must be fitted with a photograph to identify the passenger.
8. Photo cards do not expire but the photo must be a true likeness of the holder
9. The County Council and contracted operator(s) undertake to provide service between the points specified or at the time specified in the timetable where safe or reasonable to do so. The County Council nor Contracted Operator(s) cannot accept liability for failing to run a service due to circumstances outside of its control. This does not affect your statutory rights.
10. The pass and photocard are the responsibility of the customer to look after. In the following instances an administration fee of £5 will be charged for replacement:
  - 10.1. Lost or stolen ticket;
  - 10.2. Defaced ticket;
  - 10.3. Lost, stolen or defaced photo card;
11. Where a refund is required, an administration fee will apply. A refund can only be made for remaining journeys of over 1 week (Sunday to Saturday or equivalent 7 Day Period). Such instances include but are not limited to:

- 11.1. A change in school through choice
- 11.2. A change in school due to anti-social behaviour
- 11.3. A change in residence (house move);

The period of refund will commence from the day after the date of receipt of a returned pass for refund. A charge of £5 for administration will be made.

Any refund requested because a student has completed exams and left school will take into account that the ticket is no longer annual. The discount will be calculated as if the tickets had been purchased on a termly basis – for example:

Annual ticket cost - (Autumn + Spring Termly ticket costs) - £5 Administration fee

In cases of illness, where application for refund cannot be made at the time, a retrospective application will be considered for a period of 7 days or more upon production of a doctor's certificate.

- 12. In line with the Data Protection Act 1998, information relating to applications will be held on file and used for the purpose of meeting your request for a Scholar's Season Ticket. This can include informing you of ticket deadlines and changes in our service.
- 13. Date of issue: 8 July 2016