

Conditions of Carriage (June 2026)

1 Introduction

- a) These Conditions of Carriage apply to all of our bus and coach services we operate in the United Kingdom, subject to the paragraph below. These services include local bus services, school services, Park&Ride bus services and coach services run by those companies which are members of the Go-Ahead Group. Anyone who travels on one of our buses or coaches is covered by these Conditions although your statutory rights are not affected. These Conditions also reflect the legal obligations in how we perform the service and in the way you should conduct yourself when using our buses and coaches.
- b) These Conditions do not apply to services contracted for and on behalf of Transport for London, Transport for Greater Manchester, Kent Fasttrack, Flixbus and / or National Express. In addition, you should refer to the operator's website for specific services relating to private coach or bus hire and those overseas services we operate.
- c) Where you have purchased a ticket from us for a journey which allows you to travel for part or all of that journey with another bus operator, you will be subject to the conditions of carriage of that other bus operator and we accept no responsibility for the conduct of that operator and no liability to you as a result of that operator's conduct. If, however, we use a subcontractor to provide the service we ordinarily operate, and for which you paid your ticket to use, these Conditions apply.
- d) These Conditions may be altered from time to time and without notice. The Conditions which apply to you are the set which is in force at the time you purchase a ticket, Smartcard, pass, permit or other legitimate means of travel (including, without limitation, paying for travel by contactless payment methods).
- e) These Conditions also apply to any passenger travelling using a valid pass issued under the English national concessionary travel scheme which applies to eligible older and disabled people on bus services in England save to the extent that these Conditions conflict with any terms of the relevant concessionary travel scheme in place at the time of travel. It is your responsibility to prove your entitlement to these concessions when wishing to travel on our buses, and to ensure that your pass is in date, and not altered, broken or defaced in any way. Details of other concessionary travel schemes which may apply to our services are available on the Metrobus website.
- f) Where we refer to the term "ticket", we treat this term to include a pass, permit or other legitimate means of travel unless the context otherwise requires. Please see our website for further details of the terms which apply to the various types of tickets available.
- g) Please note that these Conditions may also vary for services we operate for and on behalf of other organisations. Further, should you use tickets which we have issued to you, but such tickets are valid on services of other bus operators outside London,

Manchester, and the Go-Ahead Group or on railways, you are also subject to the regulations and conditions published by those companies when using their vehicles or trains.

- h) These Conditions (together with those referenced herein) form the entire agreement between the operator on whose bus or coach you are travelling, and you and shall exclude any other purported variation thereof, whether written or oral, unless otherwise agreed in writing by the Group Chief Executive of The Go-Ahead Group Limited.
- i) These Conditions are governed by the laws of England and you and we submit to the exclusive jurisdiction of the Courts of England. If any court or competent authority decides that any provision of these Conditions is invalid, unlawful or unenforceable, the other provisions shall remain in full force.
- j) We welcome suggestions and complaints as they help us to improve our services and help us to put things right when they have gone wrong. We handle complaints with tact and consideration and, where we have failed, we will offer a sincere, speedy response together with a genuine commitment to avoid repeating the same failure. If you have any query, suggestion or complaint, you can contact us by letter, telephone, through our website, on social media or by email, **the details of which are set out at the end of these Conditions**. If you are not happy with the handling of a complaint, you can contact Bus Users UK, the independent alternative dispute resolution body for the bus and coach industry, which caters for the interests of passengers by providing an independent means of reviewing passengers' complaints when these have not been settled with bus operators. The contact details for Bus Users UK are set out at the end of these Conditions.

2 Our responsibility to you

- a) Our aim is to provide a reliable and friendly bus and/or coach service to our customers to the highest standards of safety, comfort and cleanliness.
- b) Our employees work hard to ensure these services operate on a reliable and punctual basis every day and we take pride in providing a quality service to our customers. Unfortunately, given the nature of our business, and the difficulty of controlling the road space upon which we depend, there may be occasions when we simply cannot provide the standard of service which should be consistently expected and delivered. We may therefore have to temporarily or permanently alter the route, frequency, times and fares without prior notice.
- c) Whenever this happens, we will work hard to get things back on schedule and we will learn from experiences as we encounter them. Sometimes there are factors which are outside of our normal control, and we will work hard to ensure that the disruption to your journey is kept to a minimum. Examples where this could happen include unplanned road works, diversions, exceptional traffic conditions, major events, extreme weather conditions and other unforeseen operating circumstances.

- d) There may also be occasions where we are unable to operate a service or, where we do operate a service, that service may become very full and, whilst we will always try and put on additional bus or coach services, in these circumstances we may not be able to guarantee a seat or, worse, you may not even be able to board our bus or coach.
- e) Communication with our customers in these circumstances is still key and we will make every effort to notify you of disruptions in the event of cancellation, delay, diversion or termination of service so you are able to make informed decisions. We primarily communicate incidents of disruption via our website and our app, as well as our Customer Services teams and in some selected locations, staff on the roadside. Details of our website, app and how to contact us are located at the end of these conditions .
- f) ***However, we are unable to accept any responsibility, and will not be liable, to you for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of any of the circumstances arising in the preceding paragraphs under the heading “Our responsibility to you”, unless such loss, damage, injury, inconvenience or cost can be proven to be due to the negligence of either us or our staff (if they are acting in the course of their employment). Your statutory rights as a consumer are, though, not excluded or limited.***

3 Your conduct

- a) We are keen to encourage people to experience and use public transport as an effective and pleasant means of travel. We strive to meet your expectations in how you use our buses and coaches and we believe that our customers should follow some basic rules for the benefit of all customers and our employees. When you use our buses and coaches, we would also remind you that your conduct is governed by criminal laws and by certain regulations. Those laws and regulations are incorporated into these Conditions and are set out below.
- b) Please consider others travelling and, if you do not follow these points, you may not be allowed to travel or, if you are already travelling, you may even be asked to leave our vehicles.
- c) If you are in breach of these Conditions, you could be required to give your name and address to one of our members of staff, a police officer or a community support officer and will not be allowed to continue on your journey: You will not be entitled to a refund if you are in breach of these Conditions.
- d) The vast majority of our customers do behave appropriately and comply with these Conditions. We would ask you please to note that we, including our staff, cannot be held responsible to you for the conduct of those passengers who do not comply with these Conditions.

4 General Behaviour

- a) If you are able to do so, and it is safe to do so, it is helpful to indicate to the driver of a bus that you wish for it to call at a bus stop you are waiting at. In some cases, buses

may operate on a “Hail and Ride” basis, and it will be at the driver’s discretion if it is safe to pick you up at that location.

- b) If you don’t have a valid ticket, Smartcard, permit or pass to travel, or other legitimate means of travel, you must tell the driver or conductor the journey you intend to take when and if you are asked (and pay to the driver the amount requested to allow you to take that journey).
- c) You must not attempt to get on or off the bus which has stopped other than at designated stops (so you should not get off the bus when it stops at traffic lights or in road works, for examples). In some cases, buses may operate on a “Hail and Ride” basis, and it will be at the driver’s discretion if it is safe to drop you off at the location you request. If they are unable to stop immediately when requested, they will continue until the first available location where it is deemed safe to stop.
- d) Customers are asked to please behave in an appropriate manner which does not cause offence or nuisance to other customers or members of our staff.
- e) We reserve the right to refuse entry and travel of any person onto our buses and coaches if any person may be considered to be a security or safety risk, with a poor level of personal hygiene, intoxicated, under the influence of drugs or other substances or who our drivers believe may otherwise cause a nuisance, disturbance, harassment or any offence, or any other similar cause.
- f) You may be asked to leave the bus or coach at any time where you are or are believed to be (i) smoking any substance or using any e-cigarettes (it is forbidden to smoke or use any form of electronic cigarettes, vapes or other types of imitation smoking devices on our buses and coaches); (ii) consuming alcohol; (iii) interfering with any equipment on or part of the vehicle; (iv) interfering with or threatening or being abusive to a member of staff or other person travelling on the bus or coach; (v) damaging any part of the vehicle (vi) causing a public nuisance; or (vii) putting your feet on the seats.
- g) Whilst we make every effort to provide appropriate access to and accommodation on our vehicles for those of our passengers who are elderly, have young children, are pregnant or who are disabled, we would ask that you think about their needs and, wherever possible, please vacate seats and consider their requirements: It will mean a lot to these people.
- h) Please help keep our buses clean, take your rubbish home with you and don’t discard your unwanted belonging on our buses or coaches.
- i) If listening to music or audio content, or watching video content on board, customers are requested to always use headphones, be mindful of the volume, and to ensure that the content is appropriate for a public space. Similarly, if making a telephone call, please respect our other customers, and do not use the ‘speaker’ function.
- j) Please do not distribute anything on our buses or at our premises or offer anything for sale or collect for charity without our prior written consent.
- k) We reserve the right to ask you to leave the bus or coach at any time due to, and to charge you an appropriate and reasonable amount for the costs of cleaning and / or

repairing our vehicles caused by, your behaviour whether through being sick, soiling or otherwise.

- l) We also reserve the right to take any other appropriate measure to ensure that our passengers can travel in comfort, safety and without nuisance or intimidation, and this could result in you being temporarily or permanently being banned from travelling on our vehicles as a result of such conduct.

5 Safety

- a) You must follow instructions from our staff, when directed, and act in a manner showing regard for the safety and comfort of other customers and our employees. In addition, please don't disturb or distract, or obstruct the vision of, our staff when they are driving, nor overload the capacity of the vehicle or stand on the upper deck of a double deck vehicle: Safety first.
- b) You should always use a seat where seats are available and remain in that seat until the vehicle comes to a complete halt at the required stop, in the interests of your own safety and that of others.
- c) If you have to stand, you must not stand in the front door-well area, upstairs or on the stairs of double-deckers or near any emergency exits: You must, at all times, hold onto a pole, seat back and/or other fixed rail or handle whilst standing and, as soon as a seat becomes available, you should occupy it. Standing is not permitted on any coach service.
- d) If you are travelling on the upper deck of an open top bus, you are required to remain seated at all times. This is particularly important when passing under bridges or overhanging trees. **Unaccompanied children are not allowed to travel on the upper deck of open top buses.**
- e) You are required to use seatbelts if the vehicle you are travelling on is fitted with them. Parents/guardians are responsible for ensuring that accompanied children use such seat belts.
- f) Please don't alight from our buses or coaches except at those places which are indicated by an official roadside bus stop sign or where the bus driver or conductor specifically permits you to do so. **In no circumstances should you board or leave a bus or coach whilst the vehicle is moving, whilst it is held up in traffic or by police, or when the doors are closed.**
- g) Please don't smoke on our buses or coaches or at the entrance to them: It is illegal to do so.
- h) Please don't eat any form of hot food whilst travelling on board our buses and coaches if it might make the environment unpleasant and unsafe for other customers: We cannot accept any responsibility for any burns you suffer as a result of you bringing hot food on board.
- i) Please only drink hot drinks provided that the container is fitted with a spill-resistant safety lid – your driver may not allow you to bring a drink on board if it is not in a suitable

container. We cannot accept any responsibility for any burns you suffer as a result of you bringing hot drinks on board.

- j) Please don't lean out of, nor throw from or stick anything out of bus or coach windows.
- k) We hope you have a safe journey, but you do need to notify our staff immediately if you sustain an injury or feel unwell whilst boarding, travelling or getting off one of our buses.
- l) If you see anything suspicious, please immediately inform a member of our staff or the driver.
- m) Please do not use the emergency exits or use the emergency door release buttons except in a genuine emergency. To do so poses a serious risk to the safety of yourself, other customers, pedestrians and other road users.
- n) If required from time to time in accordance with public health guidance, advice and/or regulations, please ensure you follow all signs and instructions to ensure that you and fellow customers remain safe from illnesses, including the wearing of face coverings unless exempt by law.

6 Security

- a) We want you to feel secure when travelling on our vehicles.
- b) You must not behave in a way that does or could affect the security and the safety of our staff, our customers and/or other road users and pedestrians. If you do behave in such a way, you will be asked to leave our bus or coach immediately and we will (if appropriate) seek appropriate legal redress to remedy the damage, loss or injury you cause.
- c) We operate CCTV on many of our vehicles to ensure that issues (such as theft, assault and poor behaviour) can be monitored and, where appropriate, footage of such incidents can be passed onto the police and other appropriate authorities should they so request. Our use of CCTV is consistent with the provisions of data protection legislation and our Privacy Policy.
- d) We will always comply with our obligations under data protection legislation, the Human Rights Act 1998 and such other relevant legislation in force from time to time in the handling of CCTV footage.
- e) We will not be responsible to you for any loss, damage, injury, inconvenience or cost you suffer (or may suffer) as a result of your abusive, threatening, intimidating or other unsocial behaviour which gives rise to your removal from our bus or coach and / or from any action taken against you by the appropriate authorities.

7 Wheelchair users and customers with buggies

- a) We endeavour to make our vehicles inclusive to all of our customers and this includes making it as accessible as we can for disabled people and those with buggies. We are therefore working hard to ensure our entire fleet of buses and coaches meets the needs of those of our passengers who use wheelchairs or are in buggies. In addition, we operate in accordance with the Codes of Practice of the Confederation of

Passenger Transport in relation to our passengers who use mobility scooters (the “Code”).

- b) Under the Code, mobility users are issued with a permit to travel which advises our bus drivers if your scooter is approved to travel on our buses and you, as the user of that scooter, are trained in how to safely board and alight from our buses or coaches. The majority of our buses and coaches are already able to accommodate wheelchairs, approved mobility scooters, prams and buggies. Whilst we welcome these onboard for travel, it is at the discretion of the driver as to whether there is enough space available.
- c) Wheelchairs, mobility scooters, prams and buggies must **not** block the gangway of our buses or coaches at any time and the dimensions of any mobility scooter must be in line with the requirements according to the safety limits of each bus. **Our drivers will decide if there is sufficient space, with reference to the vehicle’s capacity.** They have the right to, therefore, refuse access if they feel that there is insufficient space or that there is a risk that, by letting on board such vehicles, this may be to the detriment of the other passengers’ safety.
- d) We wish to ensure our services are as inclusive as possible and we do therefore appreciate your assistance in permitting those with wheelchairs, mobility scooters, prams and buggies to use our buses.
- e) Customers are asked to note that wheelchair users, or those using disabled buggies or approved mobility scooters have priority over access to the wheelchair area on board our buses. In accordance with regulations, wheelchair users have priority over users of mobility scooters and other mobility aids.
- f) The driver may require non-wheelchair users to vacate the wheelchair area and require, for example, that such non-wheelchair users move to a different part of the bus or the driver may even refuse to drive on until space is made available for those persons in wheelchairs. This may include repositioning prams, and/or folding buggies or pushchairs where possible, and storing in luggage space where available .
- g) We would kindly ask all customers, where necessary, to keep the wheelchair dedicated space free and, if you board with a buggy or pram and to the extent that it is possible for you to do so, to fold and store them in the luggage space if a wheelchair or scooter user requires the space.
- h) It goes without saying that we will ensure that our drivers and our vehicles comply with the laws applicable to those who are disabled or using buggies. This includes ensuring our vehicles are equipped with appropriate bus lowering systems or the appropriate folding or retractable steps and these must not be operated by other than by the driver or conductor whenever they consider that a disabled person will need the system to get on or off our buses and coaches. Where it is not possible to accommodate a wheelchair user or other disabled person on a particular bus, and there are infrequent services on the route in question, we will do everything we can to

assist in getting passengers to their destination without delay, which may include using a taxi service where appropriate.

8 Bicycles, E-Scooters and E-Unicycles

- a) As a general rule, bicycles are not permitted to be carried on our services where they are likely to soil the bus or coach or cause a nuisance or safety risk or potential injury to our customers. Bicycles will only be permitted to be brought on board at the sole discretion of the driver.
- b) Folding bicycles, which are safely and securely stowed in the designated luggage area in a suitable bag or box, are generally permitted onto our buses if the driver believes that there is sufficient luggage space available.
- c) Where you are permitted to bring a bicycle on board, it is carried at your risk and we do not accept any responsibility for any loss of, and / or damage caused to, your bicycle at any time.
- d) You are not permitted to take an electric scooter (other than mobility scooters), electric unicycle or electric bicycle, even those that fold, onto our buses.
- e) Some of our services utilise vehicles which are fitted with onboard bicycle racks. We cannot guarantee the availability of these racks on any service.

9 Luggage, bulky items and prohibited items

- a) All items of luggage or bulky items will be carried at our driver's discretion to ensure they can be carried safely upon our buses. We will only permit customers to carry luggage or bulky items on our vehicles where it is safe to do so and is available to our customers for convenience only. Whilst drivers may assist with the loading and unloading of reasonably sized luggage they are not obliged to and you may be asked to assist with heavier items or to load the luggage yourself. Luggage should never block aisles, stairs, gangways or emergency exits on vehicles.
- b) You will retain the risk of loss of, or damage to, the luggage or such items at all times. We do not accept any liability for any loss or damage however caused.
- c) We request that all luggage must be labelled with the passenger's name, address and brief travel details.
- d) It is your responsibility to look after your luggage at all times (except for any luggage stored in the hold of a coach), and to ensure that it is not left unattended at any time.
We will never carry unaccompanied luggage or parcels in any circumstance.
- e) There may be occasions where items of luggage or bulky items are refused to be carried on our services. If the luggage or items are excessive (in quantity size or weight), unsuitable, large or of an awkward size and it means they are not easily able to be carried upon our vehicle, the driver reserves the right to refuse such luggage or items on to the bus or coach.
- f) Unfortunately, we are unable to carry certain items which could endanger the safe passage of our vehicle or the safety of our staff, customers or other road users and pedestrians. These include but are not limited to rechargeable batteries (other than

those inside personal devices or those in original retail packaging), ammunition, explosives, weapons, drugs (other than medicines for which you have a prescription or which were obtained over the counter), caustic substances or solvents, paint in either unsealed containers or plastic containers exceeding five litres and combustible or otherwise hazardous materials including petrol. We reserve the right to refuse to carry any item which in the opinion of our staff are or may be unsafe, or may cause injury, offence or damage to any persons or property, such as items with sharp or protruding edges, or those which are perishable, foul smelling or in liquid form (and not properly sealed). We permit the carriage of small oxygen cylinders or units for personal medical reasons.

- g) If you are refused travel due to the above circumstances, we cannot accept liability for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result.
- h) If we agree in our discretion to carry any particular item or amount of luggage or other item of property on any journey, we retain the right to refuse to carry the same on any subsequent journey.
- i) Where we operate services on behalf of other operators, the luggage restrictions of that operator will apply.

10 Additional luggage terms which apply to coach services.

- a) On our coach services, larger luggage items, such as bags and suitcases should be presented to the driver for storage in the rear or underfloor lockers of the coach.
- b) You may carry hand luggage on to the coach with you provided that this is capable of being stored safely in the overhead locker or beneath the seat. Hard-shelled cases (other than briefcases), wheeled bags or hard framed rucksacks/backpacks should be stowed in the luggage hold for safety purposes.
- c) Passengers should ensure that small valuable items and important papers or documents should not be stowed in the hold but kept with them as hand luggage.
- d) Only the driver may store or remove luggage from the lockers but it is your responsibility to see your luggage put on and taken off a coach.
- e) Our standard luggage allowance on our Spirit of Sussex services is as follows:
 - i) *two items of luggage per adult person travelling (such luggage must be stowed in the luggage hold of the coach)*
 - ii) *any item of luggage that exceeds 75cmx50cmx32cm or 20 kg in weight, or which exceeds the luggage allowance included in the ticket price, is carried at the discretion of the driver, and a surcharge of £5.00 per luggage item may be payable.*
 - iii) *skis, boxed single bicycles, golf clubs, trunks and other bulky items (such as musical instruments) can only be carried if space allows after all other passengers' standard luggage allowance has been accommodated and then a fee may be required prior to travel;*
- f) We only agree to carry fragile items if they are of reasonable size and securely packed – we will not be responsible for damage to such items however caused.

- g) **Important safety information regarding lithium batteries on our coach services:** all power banks, external battery packs, loose or spare batteries including spare laptop batteries and e-cigarettes must be carried with you inside the coach, and not stored in the luggage hold.
- h) We recommend that all passengers have appropriate insurance for travel which covers luggage, and we cannot accept liability for subsequent loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of any loss of or damage to your luggage during transit and when loading and offloading your luggage.

11 Lost property

- a) Any item that is left on a bus or coach and subsequently found by a member of our staff will be dealt in accordance with the applicable laws.
- b) When something is lost on one of our buses or coaches, we will do everything we reasonably can to locate and return property left on one of our buses to its owner. However, we will not accept any responsibility or liability for any article left on our buses or coaches in any circumstance.
- c) If items of lost property are not claimed within 28 days, the item will become our property and it will be disposed of appropriately, normally to a chosen charity. Items containing personal information (such as bank cards) will be securely destroyed.
- d) If the item of lost property is perishable, it will be thrown away after a period of 24 hours if not claimed before this time. If, before 24 hours, the item becomes a potential health risk, or causes offence, it will immediately be thrown away.
- e) If you find an item of lost property on one of our buses or coaches, you should inform the driver before leaving that vehicle of the location of the item of lost property. **You should not touch or move the item if it looks suspicious.**
- f) Should you wish to claim an item of lost property, we will need to establish that the item belongs to you. You may also need to provide proof of your name and address and describe the item of lost property or explain the contents of an item so we can establish you as the owner. Contact details **for our lost property offices can be found on the contact page of the website (the address of which is located at the end of these Conditions).**
- g) If the item of lost property is a bag, or other container, it may be opened and examined by us in order to help identify the owner and the nature and potential value of the lost property. **We do not accept any responsibility to you if, as a result of opening the bag or other container, you suffer any loss, inconvenience, damage or cost as a result.**
- h) If the item of property is or contains something we may believe to be illegal or suspicious, we reserve the right to hand the item to the relevant authorities, either in part or in its entirety. We will not be liable for any consequences or losses incurred as a result.

- i) There may be an administration fee charged to you on collection of an item of lost property. Items of lost property will normally need to be collected from one of our offices depending on where the item was lost. We may also agree to post the item of lost property back to you. In these circumstances, we will require advance payment of the postage and packaging before we are able to do this.

12 USB and/or 240v Charging Points

A number of our vehicles are fitted with charging points allowing customers to charge their personal electrical devices. These are intended for charging mobile phones, laptops, or similar devices, and not larger electrical items. These charging points are to be used at your own risk and we cannot be held liable for any fault or damage to your device as a result of such use. Customers are asked to use them as intended and not to tamper with their function in anyway.

13 Our Tickets

- a) In order to travel with us you must purchase a valid ticket or hold a valid pass or permit or utilise another legitimate means of paying for your travel (including, without limitation, paying for travel by contactless payment methods) for the journey you wish to undertake. At no time will you be permitted to travel on our bus or coach if that ticket, pass or permit (i) has been altered, copied or defaced; (ii) has been issued to a person different from the person who is travelling on our vehicle (other than where such ticket, pass or permit states it is transferrable); or (iii) has expired.
- b) Many young customers look very grown up and our drivers may question your age. We recommend that ID is carried so that your age can be verified otherwise you may be charged adult fare.
- c) If you buy a ticket when you board our services, you should ensure you are given a new ticket directly from the ticket machine (or that your smart card, contactless card, or mobile ticket is validated correctly) which corresponds with the amount paid/payable and covers you for the entire journey you wish to make.
- d) It is also important to check any change and point out any discrepancies to the driver at the point of purchase as it will be harder to correct any mistake later. Whilst we will aim to always have sufficient change available, please note that our drivers are unable to accept £50 notes. Payment by contactless card or other methods are preferred as this helps to speed up boarding and to keep services running smoothly.
- e) Drivers have a limited amount of space in their cab and cannot carry large quantities of change. In the unlikely event that we are unable to provide change immediately, you will be supplied with a credit voucher. This can be used as part or full payment for subsequent journeys. If you do not intend to travel with us again, our customer services team can provide alternative ways to ensure you are not out of pocket.
- f) [If you are using our “Tap on Tap Off” contactless service, you must ensure that you tap on at the start of your journey and tap off at the end. If you do not tap off, then we will assume you have travelled to the final stop on the route and you will be charged

accordingly. Refunds or adjustments to charges will only be made in exceptional circumstances, and at our discretion. Please see our website for further information and terms regarding Tap on Tap Off payments.

- g) Please keep your ticket, Smartcard, pass, permit to travel or other legitimate payment method with you throughout the journey you are making as a Company Official may ask to inspect it. If you fail to produce a valid authority to travel for the journey, you may be asked to leave the bus or coach or you may be asked to pay the maximum single fare on the route being travelled. See also paragraph (i) below. Please note that we will be unable to refund your fare should you later find the missing ticket or pass.
- h) You must not override the validity for the ticket or pass you have purchased. Should you be found to be travelling further than your ticket entitles you to, you will be required to pay the equivalent adult single fare from your initial boarding point until your new alighting point.
- i) **Notwithstanding paragraph (g) above, we reserve the right to pursue civil action, such as issuing settlement fares of up to £50, where a customer does not have the correct ticket for the journey, or the entirety of the journey.** Our revenue protection team may also withdraw tickets from use if they are invalid, altered, broken or defaced in any way, or used inappropriately, or not in compliance with the terms under which they were issued. Persistent offenders, or those who commit fraud may be liable to greater penalties or legal action. Where a settlement fare is issued, the revenue protection team shall be entitled to note these on to the relevant user's account, where digital ticketing is in place. Where any settlement fare is not paid in a digital account, then we reserve the right to freeze the account and/or inactivate or suspend tickets.
- j) Single and return tickets are normally only valid on the day they were purchased unless a different arrangement has been clearly advertised. On single tickets you are not permitted to break your journey and if you do you may be liable to pay for another ticket. Return tickets are valid for travel on any bus that goes along the same corridor irrespective of route. Return tickets are also valid for travel on another service that terminates at the same destination as long as the value of the journey is the same as stated on the ticket. Return tickets are only valid for one outbound and return journey and once punched are no longer valid for travel.
- k) Details of the range of tickets for different age groups are available on the Metrobus website and apply to these Conditions where relevant. These will be subject to change, and this change will be notified to customers via our website and information displayed on our vehicles.
- l) Details and conditions of payment methods accepted for travel are available on the relevant bus operator's websites and apply to these Conditions where relevant. These will be subject to change, and this change will be notified to customers via our website and information displayed on our vehicles.
- m) Requests for refunds on tickets or passes purchased will be made at our discretion and may be subject to an administration fee. Refunds will not ordinarily be made for

days when it is reasonably expected that services will be reduced or not run (such as Christmas Day), and refunds for unexpected major events, such as adverse weather, will only be considered at the sole discretion of the company.

- n) All tickets, passes and permits remain the property of the operator and may be withdrawn at any time.
- o) The issue of a ticket should not be regarded as an undertaking by us that that our buses or coaches will run at any time or at all or that there shall be sufficient space on the bus or coach for you to board.
- p) If a customer is found to be fraudulently using, copying, producing or adapting our range of tickets, passes and permits to travel they will be liable to prosecution by us.

14 Data Protection

If we collect your personal data we will store and process that personal data in accordance with our Privacy Policy. A copy of our Privacy Policy is available on our website or can be obtained by writing to the operator at the address set out below.

15 Animals

- a) We welcome and encourage assistance dogs on our buses and coaches, and they are carried and welcome aboard at all times. We would ask you though to ensure you comply with any reasonable instruction given by the bus driver or the conductor whilst you and your dog are on board.
- b) A maximum of two dogs at any time are normally allowed on any of our buses but this will be subject to the discretion of the driver. Similarly, if you wish to travel with two or more dogs, you will need permission from the driver.
- c) Other dogs (or a small animal) are welcome at the discretion of our drivers and, if they are permitted on board, they must be kept on a lead, well behaved and of no danger or nuisance to other customers or our employees. Dogs can be dangerous so, where appropriate, they must travel in accordance with the Dangerous Dogs Act, and other legislation from time to time in force.
- d) We reserve the right to ask you to leave the vehicle with your animal at any time if the driver feels that the animal in question is a danger or nuisance to you, the driver, or any other passengers. If we do ask you to leave, you must do so at the time and place stated by the driver. We will have no liability to you as a result of the driver asking you to leave the bus or coach.
- e) Please remember that animals are not permitted to travel on seats (although they can sit on your lap) and, if the animal fouls, is sick or causes damage, loss or injury due to it travelling on the vehicle or being on our premises you will be held responsible, and we may seek to claim costs as a result. Any animal which is permitted to travel on our bus is at your risk.
- f) We make no charge for the carriage of dogs and small animals although we do ask you respect the above rules at all times.

16 Breast Feeding

We support a mother's right to breastfeed her baby in public. This includes doing so on any of our buses and coaches. Many of our customers are mothers and children and we understand completely that babies need to be fed when they are hungry.

17 Force Majeure

We shall be relieved of any liability to you for any loss or damage if such loss or damage is due to: (i) you doing something or not doing something you should have done when on our buses or coaches; (ii) insufficiency of the packing of any luggage you bring on board one of our buses or coaches; (iii) a strike, lock-out, stoppage or industrial dispute, the consequence of which meant we were not able to provide the services expected; or (ii) any other event which we were unable to avoid or prevent by the exercise of reasonable diligence.

18 Contact Details

For all enquiries, suggestions or complaints, please address these to the attention of *Customer Services, Metrobus, 43 Conway Street, Hove, BN3 3LT*. Or email info@metrobus.co.uk or call 01293 449191

Our registered office is 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE, England and our company number is 00307468.

Our lost property office is located at Travel Hub, Friary Way, Crawley RH10 1HZ.

Social media:

Facebook: [gometrobus](https://www.facebook.com/gometrobus)

19 Complaints to the Bus Appeals Body

In the event you are not satisfied with the handling of your complaint, you may contact the approved Alternative Dispute Resolution (ADR) Body for bus and coach passengers, Bus Users UK whose contact details are as follows:

Bus Users UK

22 Greencoat Place

London

SW1P 1PR Tel: 0300 111 0001

E-mail: complaints@bususers.org

Website: <https://bususers.org/>