

College Coaches Terms and Conditions

Please read this document carefully, as it must be understood and accepted before you apply for college coach transport.

Students must apply for and make payment each year for college coach access and/or bursary support (if eligible). Please visit <http://www.henleycol.ac.uk/life-at-henley/transport/> for further information on how to apply for college coach access and/or bursary.

College coach access is offered for the whole academic year on a first come, first served basis and is subject to seat availability and sufficient sales to ensure the route's viability. Coach timetables and routes may be subject to change or withdrawn at any time and if any students are affected, parents / guardians and students will be notified.

There is both a no smoking and a zero tolerance to anti-social behaviour policy on all college coaches. Students who abuse this policy and do not adhere to the college code of conduct will have their coach access withdrawn and no refund will be given. Students will also be put onto a disciplinary report.

Students must carry their college ID showing coach access and this must be shown to the coach driver on every journey otherwise you will be refused entry. If you lose your ID you must get it replaced as soon as possible or you risk being fined. **Tickets cannot be purchased on the coach and students unable to show a valid ID with coach access will be refused travel.** Coach access is **non-transferable** and will be withdrawn without refund if used fraudulently. Coach access will also be withdrawn if payments due are not made.

College Coach Access Refund Policy:

- Unconditional refund requests can be made before and during the cooling off period of 14 days beginning on the first day of term in September
- After the cooling off period and before 30th November refunds are only available if a student leaves their course of study at the College or moves house and only following surrender of their college Identity Card (ID)
- No refunds will be issued after 30th November in any circumstances
- Refunds are calculated on a pro-rata basis from receipt of the surrendered college ID showing coach access

The Henley College is committed to protecting your privacy. We will collect personal information from you when you enquire or apply for one of our courses, for college coach transport access and/or bursary and while you are a student of the College (please visit: <http://www.henleycol.ac.uk/privacy-policy/> to read the College's full privacy policy).

Enquiries can be made through **Student Services** in D507 or by phoning Natalie Groves on 01491 634006.