

## **College Coaches Terms and Conditions 2020-21**

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

Students must apply and make payment each year for college coach access. Please visit <http://www.henleycol.ac.uk/life-at-henley/transport/college-coaches/> on how to apply. Financial assistance is available to help with the cost of transport, please apply for this before proceeding with the college coach application. For further information on eligibility please visit: <https://www.henleycol.ac.uk/support/bursary-fund/>.

### **Covid-19**

You will be expected to follow the guidance on how to travel on the college-run coaches available via the College's website: <https://www.henleycol.ac.uk/life-at-henley/transport/college-coaches/>.

**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 Coach timetables, routes and vehicles may be subject to change or withdrawn at any time and if any students are affected, parents/guardians and students will be notified.**

**Students need to be waiting at their designated stop at least 10 minutes before the departure time.** If the coach is delayed by more than 15 minutes students can call the coach companies helpline for an estimated time of arrival, contact telephone numbers can be found on the college website: <http://www.henleycol.ac.uk/life-at-henley/transport/college-coaches/>.

A good standard of behaviour is expected of students at all times when travelling on our services. 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Students who abuse this policy and do not adhere to the college code of conduct will have their coach access withdrawn and no refund will be given.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. Costs related to any damage made to any of the coaches will be the responsibility of the student(s) involved.

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. There will be a charge for loss of both student ID and lanyard which can be purchased at Deanfield Reception. Tickets cannot be purchased on the coach however, single and return tickets can be purchased at Deanfield Reception if there are sufficient seats available. 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 30 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 (refunds will not be issued to students with reduced timetables, students are still able to access the college facilities and attend workshops on days that there are no classes timetabled)
- **No refunds will be issued after 30 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).