

College Coaches Terms and Conditions 2022-23

Please read this document carefully, it must be understood and accepted before applying 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/>.

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. Reduced rates will not be offered to those on a reduced timetable as access is offered Monday – Friday, mornings and afternoons for the whole academic year. Coach timetables, routes and vehicles may be subject to change or withdrawn at any time and if any students are affected, you will be notified.

Students need to be waiting at their designated stop at least 10 minutes before the departure time. Students must wear their student lanyard with their student ID clearly visible so that the driver can check your coach pass before boarding. Students must make themselves visible to the driver, a simple hand wave can be used to ensure that the driver has seen you waiting. The coach will not stop if no one is clearly waiting at the designated pickup stop.

It is the student's responsibility to make note and save the coach helpline number. Contact telephone numbers are also available via the College's website. Students will be expected to telephone the coach company if they are experiencing a delay, for urgent enquiries and/or to confirm stop locations:

Heyfordian: 01869 241500

Horseman: 0118 9753811

Platinum: 01494 716516

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. Eating is not permitted on the coaches and all personal belongings (including litter) are to be removed from the vehicle upon disembarking the coach. Please respect the coach and the driver and do not put your feet on the upholstery. Students who abuse this policy and do not adhere to the college code of conduct will have their coach access withdrawn and no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 from Deanfield Reception on the rare occasion or when a student has no other means of getting home. For students being affected with short-term travel disruptions and would like to use one of the coach services, please email studentservices@henleycol.ac.uk for assistance (reduced/daily rates will be unavailable). You must check if there are sufficient seats available and the receipt must be taken to student services where you will receive a temporary pass. 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.

Students are expected to check their college email accounts regularly as travel updates will be communicated this way.

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 2022 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 who finish their course(s) early or for students with reduced timetables. Students are 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 2022 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).