

## **School services - Terms and Conditions of travel**

- We accept cash, contactless and app-based payments on all 600 and 800-series school services.
- All students who travel on our school services require either a valid pass or means of payment to travel, for both AM and PM journeys.
- ➤ M-tickets purchased to use via our app must be live tickets, noting that data is required to use these tickets.
- ➤ We do not accept pictures of passes or screenshots of M-tickets Passes or live M-tickets must be shown. It is the student's responsibility to ensure that they have data and can produce a valid pass. No pass or ability to pay will result in refusal of travel.
- ➤ Temporary passes will only be accepted if they are from the local authority or school and are dated The driver will retain any passes, temporary or otherwise, which are not dated or are invalid.
- The driver has the right to retain any pass they feel is being misused or is invalid and has the right to refuse travel.
- ➤ We expect all students to behave in a responsible manner. The driver has the right to refuse travel if they feel a student is being abusive or aggressive and may cause harm to the driver or other students. In the event that a student is refused travel, a report will be given to our operations team who will contact the school and local authority. In extreme cases of vandalism or continual misconduct, a student maybe banned from using our services.
- ➤ We record CCTV images / sound and will release footage to schools and local authorities for legitimate requests, to identify those responsible for damage / poor behaviour etc.

Should you require any further information please contact our customer service team: 02920 442040 or <a href="mailto:info@adventuretravel.cymru">info@adventuretravel.cymru</a>