

EASTERN EDUCATION GROUP (Abbeygate Sixth Form College, One Sixth Form College and West Suffolk College) HOME TO COLLEGE BUS SERVICE TERMS & CONDITIONS 2024/2025:

By placing a booking with the Eastern Education Group (EEG) Home to College Bus Service the customer acknowledges that they have read, understood, and accept the Terms and Conditions as detailed below:

Bookings:

- Parents/carers/students must register each year for the bus service using the zeelo app or Zeelo portal. Booking windows and registration periods will be communicated throughout the year.
- Journeys booked but not taken are non-refundable. Any journey cancelled, ad hoc, via the Zeelo app or portal, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below.
- Travel via this service is offered on a first come first served basis. Although EEG will do its utmost to accommodate all requests for use of the service, EEG has no obligation to increase capacity on any route.

Use of the service:

- Students must ensure they travel on the route for which they are registered only.
- Students must swipe their QR code printout or on their smartphone to tap on and off as they board and disembark the vehicle.
- Students are required to wear their student ID lanyard at all times when using the bus service. Failure to show their student ID may result in denied boarding of the bus.
- Parents accept that it is their responsibility to ensure their young person is at the AM pickup point 5 minutes before the scheduled stop time to allow for an on-time departure.
- Parents/guardians are asked to remind their young person that when travelling on the college bus service they remain bound by the College's Behaviour Policy.
- Parents/guardians are asked to remind their young person that they must abide by the College's bus travel Code of Conduct.
- Users understand that road traffic conditions can change without notice and delays incurred enroute are not within the company's control.

Changes to use of the service:

- Any changes to a student's use of the college bus service (for example: frequency, route, home pick-up stop) must be made via the Zeelo app or portal and must adhere to the College's cancellation policy.
- The College reserves the right to make route alterations after publication but will provide notice of any such action.

Cancellation policy/withdrawal from the service:

- The provision of transportation to the College at the published prices is based on an annual commitment to the service. Refunds will not be provided for cancellation or withdrawal from the service regardless of circumstances.
- Ad-hoc bookings are non-transferable, non-cancellable and non-refundable.

Zeelo reserves the right to make changes to these Terms and Conditions after publication and will notify users of the service of any such changes.

