

Stagecoach - St Peters School, Guildford

Ticket Options 2021-22

Ticket Options 2021-22		Please tick required ticket
Annual Ticket – Single Payment	£980.00	
Annual Ticket – Termly (see payment options overleaf)	£380 + £335 + £330	
Annual Ticket – Instalments (see payment options overleaf)	10 x £108	

Name: _____

Home Address: _____

Postcode: _____

Telephone No: _____

E-mail Address: _____

Childs Name: _____

Route Number: _____

To secure your ticket for the new academic year please complete this form and return it by post or email

You can **post** a copy to Emma Richardson, Customer Services Advisor at: Stagecoach South, The Bus Station, Chichester, West Sussex, PO19 8DG

You can **email** your completed form to
stpetersguildford@stagecoachbus.com

We will phone you back to take payment. Alternatively, you can phone us on 0345 121 0190.

Stagecoach accept all cards except American Express and Diners Club

Stagecoach values your personal information. For more information on how Stagecoach use and share data, please see our privacy policy which can be found at:
www.stagecoachbus.com/privacypolicy

Please note: Your Stagecoach Smartcard can also be used on all Stagecoach services within Hampshire, Surrey and West Sussex as well as on your chosen PT service.

Stagecoach buses to St Peter's Catholic School, Guildford Terms & Conditions 2021/22

Services PT1 to PT5 are operated subject to the standard Stagecoach Conditions of Carriage, with the following amendments/additions:

Bus Routes

1. Services PT1 to PT5 are services operated by Stagecoach solely for students attending St Peter's School, Guildford. Members of the public are not permitted to travel on these routes. The service is not commissioned by the school and is operated on a commercial basis by Stagecoach as an external bus service provider.
2. Services PT1 to PT5 have fixed, registered routes which must be adhered to. No unauthorised deviations from the route (e.g. to provide closer pick-ups or drop-offs) can be made. Stagecoach welcome all feedback regarding the routes to ensure that the school bus network is fit for purpose and meets students' needs. Any changes to the routes are likely to take place only at the start of an academic year, and will be at Stagecoach's discretion.
3. Full timetables for the services can be found in the St Peter's School Bus Guide and online at **www.stagecoachbus.com/stpeters**. Students are advised to check the timetable carefully and to arrive at the bus stop at least five minutes before the bus is due to depart.

Ticket Validity

4. Students can purchase annual tickets which allow travel for one academic year and also include travel on local bus services operated by Stagecoach South across Hampshire and Surrey. This includes the 300 Meroo Park & Ride from Epsom Road to and from Guildford town centre.
5. Please note that Stagecoach daily or period tickets, including Dayrider, Megarider, Termrider or Unirider tickets, are **NOT** valid for travel on services PT1 to PT5.
6. There is no reimbursement/recompense for days when travel is not used, days of sickness, or for inset/training days.
7. Annual tickets are allocated to one specific route and are valid only on that route. The route to which the ticket applies can be changed providing there is seating capacity on the alternative route.
8. Single and return tickets can be purchased from the driver if there are unallocated seats on the bus. If any or all of the bus routes becomes fully subscribed with annual ticket holders, we may at our discretion remove the fare-paying facility on some or all of the routes. In this instance we would communicate this to students/parents via the school and online at www.stagecoachbus.com/stpeters.
9. Students must carry a valid ticket at all times when using the service.
10. Tickets must not be used by anyone other than the ticket holder to whom it has been issued. The use of another student's ticket or the lending of a ticket to another student may result in the student(s) being prohibited from using the service.

Allocation of Spaces

11. Applications for annual tickets will be dealt with strictly in order of receipt.
12. Whilst we will endeavour to ensure there is sufficient capacity for all students requiring travel, we will not allow the number of annual tickets issued to exceed the seated capacity on each route. In the event of an excess amount of applications for a specific route or from a specific area, we will look to see if we can increase the bus provision or divert an alternative route, but please note this cannot be guaranteed.
13. If there is no capacity on the requested route, we will try to offer a seat on an alternative route if appropriate. If this is not appropriate or possible, we will keep a waiting list and will contact you should a space become available.

Stagecoach buses to St Peter's Catholic School, Guildford Terms & Conditions 2021/22

Ticket/Payment Options

14. Payment for an annual ticket can be made in the following ways:
- (a) Annual Payment of £980 by Credit or Debit Card
 - (b) Termly Payments by Credit or Debit Card: £380 by 27th August 2021, £335 by 1st January 2021 and £330 by 1st April 2021.
 - (c) Ten instalments of £108: 1st by Credit or Debit Card by 27th August 2021 followed by 9 payments by Standing Order from 10th October 2021 to 10th June 2022 inclusive.
15. In the event of a missed payment, we reserve the right to withdraw the ticket but please note that all outstanding monies will be remain due.
16. All ticket orders must be received by 28th August 2020 to guarantee the ticket is issued in time for the start of the autumn term. Any orders received after that date will be processed and issued as quickly as possible, but until the ticket is received it may be necessary to pay daily on the bus, for which no refunds will be available.
17. A flat price applies to the annual ticket and to single/return fares. Unfortunately we are unable to give a discount for students travelling shorter distances or for siblings travelling together.

Refunds

18. Annual tickets are not refundable except in the following circumstances:

- That you move house and cannot use an alternative route;
- That you leave the school.

In these circumstances, we will ask the school to confirm this information and you will receive a pro-rata refund of monies for unused whole half-terms, minus a £15 administration fee. Any refunded ticket will need to be returned to Stagecoach before any refund is issued.

Lost Tickets & General Enquiries

19. Please contact customer services on **0345 121 0190** or email **stpetersguildford@stagecoachbus.com**

Miscellaneous

20. Stagecoach reserves the right to report to the school any instances of misconduct, bullying, misbehaviour or vandalism on board the bus. Serious or persistent misbehaviour may result in student(s) being prohibited from using the service.
21. All buses are fitted with CCTV.
22. From time to time, Stagecoach inspectors may board the bus to inspect the operation of the service. Students should present a valid ticket to the inspector when requested.
23. More information can be found online at **www.stagecoachbus.com/stpeters**.

Any queries regarding ticket applications should be made in the first instance by email to **stpetersguildford@stagecoachbus.com** or by contacting Stagecoach on 0345 121 0190.