

## HARTPURY COLLEGE TRANSPORT USAGE AGREEMENT 2024 - 2025

All students who use transport organised by Zeelo on behalf of Hartpury College are required to comply with the terms listed below. Please ensure you have read, understood and ticked acceptance of the Terms & Conditions of use for Transport at application.

### **Damage**

Students are responsible for payment of damage which they may cause beyond normal wear and tear during their journey. The cost of repairs is the liability of the student or recognised parent or guardian as appropriate. An administration charge of £15 will be added to each invoice for damage repairs. Unreasonable, wilful or malicious damage will be dealt with as a disciplinary matter.

### **Zeelo Account**

All students must register for an account with Zeelo. Please ensure that you add your correct student name, email address, contact number, date of birth and student year (1<sup>st</sup> year or 2<sup>nd</sup> year) when creating your account.

### **Cost of transport**

Hartpury College recognises that transport is a major cost consideration for students and parents or guardians. The transport fees take account of the fact that all students do elements of work experience during their academic year with Hartpury. The costs of transport are significantly subsidised by Hartpury to take account of the costs of running services with less students due to work experience periods.

### **Conditions of travel**

Please note that students will not be carried on transport organised by Hartpury College unless a ticket has been purchased. The QR code must be presented when boarding to allow the driver to scan students on board. For all ticket types you will be automatically allocated to every journey for the duration of that pass. It is the responsibility of the student to cancel themselves from days when they are not attending college. Students attempting to board without a booking will be reported to Zeelo and Hartpury.

### **Ticket Options**

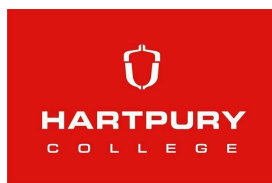
Annual pass – can be purchased in full with an upfront single payment or via 3 or 6 month Direct Debit options below.

Pre-February Half Term – Provides travel from 2<sup>nd</sup> September 2024 to 14<sup>th</sup> February 2025 inclusive. Can be purchased via a single upfront payment or via the 3 month Direct Debit options below

Post February Half Term – Provides travel from 20<sup>th</sup> February 2025 to 20<sup>th</sup> June 2025 inclusive. Can be purchased via a single upfront payment or via the Post February Half Term Direct Debit Option below

Once a pass has been purchased, you are unable to transfer to an alternative pass type.





### Payment Options

Direct Debits Annual Passes and Pre-February Half Term – The 3 month option runs from first week in September to first week November.

Direct Debits Post February Half Term – 3 Month Direct Debit option runs from the first week of February to the first week of April

***The Direct Debit option of 9 months is not available for any ticket purchases. If this is chosen in error a member of the Customer Support will be in touch to cancel the direct debit and reset for either 3 or 6 months.***

Apprenticeship pass – If you are an apprentice you can choose this option which allows travel for one day per week only. Concessions will be given for days when you need to attend additional courses as part of your education. Apprentice passes will not be available to other users.

Singles – These will be released in September to assist students who are in accommodation who wish to use transport to get home for weekends

### Ticket Costs

	Annual	Pre Feb	Post Feb	Apprentice	Singles
Zone 1	£821.00	£689	£295	£195	£7.00
Zone 2	£1,083	£909	£388	£257	£8.00
Zone 3	£1,163	£975	£417	£276	£9.00
Express Services	£1,200	£1008	£432	£285	£9.00

### Cancellation & Refunds

Irrespective of usage the following applies:

Annual pass	No refund – you are liable for payment for the whole of the academic year
Pre Feb	No refund – you are liable for payment till the end of February.
Post Feb	No refund – you are liable for payment from February to the end of the academic year.

For current **Year 1** students (requiring transport in Year 2), please advise Zeelo if you wish to cancel your ticket purchase by **31st July**, and a full refund will be given. Cancellations after this date will only be granted if the student is moving into accommodation.

For all **new students** to Hartpury College, starting in Year 1, please advise Zeelo if you wish to cancel your ticket purchase by **24th August** and a full refund will be given. Cancellations after this date will only be granted if the student is not offered a place at Hartpury or if a place in accommodation becomes available.

In exceptional circumstances a request for a refund may be considered; any request should be made in writing to the Chief Operating Office of Hartpury College.





### All Transport

Transport provision, both minibuses and coaches operate upon a timetabled system covering most major cities, towns and large villages across the Tri-Counties and beyond. This may mean that students will need to be brought to specific bus stops to access Hartpury Transport. Please be aware that some routes to College cover long distances and some students may be on transport for ninety minutes or more. Transport routes change every year, based on demand and may not operate to the same timetable or routing year on year. Zeelo & Hartpury reserve the right to change routes to make the transport provision as efficient as possible. The area around Hartpury is prone to occasional flooding. During these periods there may be some delays to our transport provision, as we operate lengthy diversions that are safe for our students and bus operators. Both Hartpury & Zeelo will aim to keep these delays to a minimum.

### Student Expectations and Behaviour

Once you have set up an account with Zeelo you are agreeing to the following:

1. It is a legal requirement that seat belts should be worn at all times when the vehicle is in motion
2. Please remain in your seat for the period of your journey & don't distract the driver by moving around the cabin or making loud noises. You may speak to the driver to make them aware of an emergency
3. Smoking, vaping (or the use of electronic cigarettes) is not permitted during journeys
4. Please remember to take any litter with you or place it in the rubbish bag on the bus
5. Vandalism to any bus will be investigated and any damage charged to the individual(s) concerned
6. If you open a window on the bus please remember to close it. Do not throw anything out of the bus windows
7. Please keep all footwear off the seats
8. Transport routes are timetabled and you also have access to live tracking via the Zeelo App. We suggest you are at your designated bus stop at least 5 minutes prior to departure.

Please remember that failure to comply with any of the above may mean that you could lose your place on Hartpury College transport. If the driver feels the behaviour of one or more passengers on his or her bus falls below the minimum level required he or she may stop the bus and report you to Zeelo, who will in turn report this to the college. The driver will not continue the journey until the behaviour has improved or he or she has been cleared to do so. Students who disrupt the journeys will be reported to college authorities and may be subject to disciplinary action.

Transport will not restart until all students are seated and wearing their seat belts. Any student refusing to wear a seat-belt may be required to leave the bus and they will be reported to college authorities and may be subject to disciplinary action.





Any student causing damage to a bus will be reported to college authorities without fail and will be subject to disciplinary action.

All drivers, will in return, aim to provide a safe and secure means of transport for students.

#### Queries

Hartpury Transport is managed by Zeelo. In all instances please direct any queries you have on transport provision to them through one of the following channels.

Telephone      Call us 0330 808 3306

Email            [contact@zeelo.co](mailto:contact@zeelo.co)

Live chat        [zeelo.co/contact](https://zeelo.co/contact)