



CONDITIONS COVERING THE CARRIAGE OF PASSENGERS AND THE ISSUE OF TICKETS

1. INTRODUCTION

- 1.1 This document sets out the conditions under which Faversham Town Council (“FTC”) provides community bus services and sells tickets for travel on those bus services. It also sets out the regulations provided by law which govern the way passengers should conduct themselves when using our community bus service. All tickets issued by FTC are issued subject to FTC’s regulations and conditions as set out in this document.
- 1.2 FTC aims to achieve high standards of customer service in providing community bus services.
- 1.3 Written enquiries, suggestions or complaints should be addressed to the Town Clerk, Faversham Town Council, 12 Market Place, Faversham, Kent, ME13 7AE.

Please bear in mind that the service is being provided with volunteer drivers who are dedicated to helping the local community.

- 1.4 For general enquiries, please telephone 01795 503286.
- 1.5 In these conditions, (a) “authorised person” is the driver, or any member of FTC staff (b) “bus” includes any coach or other public service vehicle as defined by the Public Passenger Vehicles Act 1981 as amended.

2. TIMES AND OPERATION OF BUS SERVICES

- 2.1 FTC will make every reasonable effort to maintain the services advertised in their timetables. Alterations will be made having given proper notice to statutory authorities and to passengers via paper and electronic means.
- 2.2 The publication of timetables or publicity by FTC, or the issue of a ticket, is not an undertaking that its bus will depart or arrive at the times or places stated,

that connections will be maintained, or that accommodation will be available on the bus.

- 2.3 FTC will not be liable for loss, damage, injury, or inconvenience which may (directly or indirectly) be sustained by passengers or third parties in the event of an alteration or cancellation of any journey or service, whether because of breakdown, adverse weather conditions or other adverse circumstance.

3. PAYMENT OF FARES

- 3.1 Passengers must inform the driver, if requested, of the journey they intend to take.
- 3.2 Passengers must pay their fare using exact change whenever possible, or produce a Kent County Council ("KCC") concession pass, to the driver immediately on boarding the vehicle and take a ticket (where applicable).
- 3.3 The company reserves the right not to accept or give change for notes of denominations of £5, £10, £20 or higher.
- 3.4 Passengers must produce their ticket, or concession pass, if required for inspection by an authorised person, and, if they fail to do so, pay the appropriate fare for their journey.
- 3.5 Passengers must, on completion of the journey for which they have paid, leave the vehicle if requested by the driver, or pay the appropriate fare, or produce a concession pass, for the continuation of their journey.
- 3.6 Any passenger who has failed to pay their fare, or produce a concession pass, before the end of their journey shall pay the appropriate fare to an authorised person on request before they leave the vehicle, unless otherwise agreed.
- 3.7 Passengers should check their ticket and change upon receipt. Any discrepancy regarding change must be reported to the driver at once, as no claims can otherwise be accepted.
- 3.8 Holders of ordinary single tickets are not allowed to break their journey. Return tickets are valid for one outward and one homeward journey between the same two stops (or a close equivalent).
- 3.9 In cases of dispute regarding the correct fare,, passengers shall pay the fare requested by the authorised person and refer the matter to FTC. A refund will be made if there is an error.
- 3.10 Prospective passengers who have no valid ticket, and are unable to pay their fare, will not be carried. Children under the age of 16 will not normally be refused travel.

4. CHILD FARES

- 4.1 Up to 1 child under 5 years of age, accompanied by a fare paying passenger or concession pass holder, and not occupying a seat, may travel free of charge on the service.

5. ENGLISH NATIONAL CONCESSIONARY TRAVEL SCHEME (ENCTS)

- 5.1 Concessionary Travel pass holders are entitled to travel in accordance with the terms and conditions of such passes and have no precedence over other passengers.

6. LUGGAGE

- 6.1 FTC reserves the right to refuse, at the discretion of the driver, or another authorised person, to carry any luggage, package, or parcel. Any such item that is unduly bulky, combustible, or offensive, which causes inconvenience to other passengers or which, in the discretion of an authorised person, obstructs the driver in the course of their duties, will not be carried.
- 6.2 Reasonable items of personal luggage, including folding chairs and wheeled shopping baskets will be carried if, in the discretion of an authorised person, there is room on board the vehicle. Bicycles, and non-folding prams will not be carried.
- 6.3 One wheelchair will be carried at any time. If there is no space in the allocated area due to another wheelchair being present, entry will be refused.
- 6.4 No unaccompanied luggage or parcels will be carried.

7. LOST PROPERTY

- 7.1 The law regarding property lost on buses is contained in the Public Service Vehicles (Lost Property) Regulations 1978 as amended.
- a) Any person who finds property accidentally left on the bus must hand it immediately, in the state it was found, to the driver.
 - b) Any property found by, or handed to the driver, shall as soon as possible, and in any case within 48 hours, be given to FTC.
 - c) If, before such property has been handed to FTC, it is claimed by a person, who satisfies the driver that they are the owner, then it will be returned to that person immediately without fee or reward.
 - d) If property handed to FTC appears to be of a perishable nature and is not claimed within 48 hours of the time it is found, it may be destroyed

or otherwise disposed of. If in the opinion of FTC such property has become objectionable, it may be disposed of at any time.

- e) FTC can open packages, bags, or other containers to examine the contents for the purposes of tracing the owner.
- f) Official documents, including passports, have to be returned by FTC to the appropriate issuing or controlling body.
- g) For all other items, where the name and address or telephone number of the owner is easily identifiable, FTC will inform the owner that the items are in its custody. Property claimed by the owner will be returned by FTC for no fee.
- h) FTC may dispose of property not claimed within one month.

8. CONDUCT OF PASSENGERS

8.1 The conduct of passengers while using the service is governed by the criminal laws of the United Kingdom and by certain other regulations.

No passenger, while on, or waiting to enter the bus shall:

- a) Where the vehicle has a door which passengers are by a notice informed is for a particular purpose use that door for any other purpose unless otherwise directed by an authorised person.
- b) Put at risk or cause discomfort to any person travelling on or entering or leaving the bus, or a driver, when carrying out their duty.
- c) Throw or trail any article from the bus.
- d) Smoke, or carry lighted tobacco, or light a match, or a cigarette lighter in or on any part of the bus.
- e) Consume any food or drink (including alcohol) in or on any part of the bus.
- f) Except with permission from FTC, distribute any paper or other other article for the purpose of giving or seeking information about or comment upon, any matter.
- g) Except with permission from FTC sell or offer for sale any article.
- h) Speak to the driver unless:
 - i) in an emergency or on grounds of safety; or
 - ii) to give directions as to the stopping of the bus.
- i) Without reasonable cause, distract the driver's attention, obstruct their vision, or give any signal which might reasonably be interpreted as a signal

- i) to stop the bus in an emergency; or
 - ii) to start the bus
- j) Travel on any part of the bus which is not provided for the carriage of passengers
- k) Remain on the bus when directed to leave by an authorised person on the following grounds:
 - i) that their remaining would result in the number of passengers exceeding the maximum seating capacity in accordance with Regulations (Public Service Vehicles (Carrying Capacity) Regulations 1984).
 - ii) that they have been causing a nuisance; or
 - iii) that their condition is such as would be likely to cause offence to other passengers, or that the condition of their clothing is such that remaining would be reasonably expected to soil the fittings of the bus or the clothing of other passengers.
- l) Play or operate any musical instrument or sound reproducing equipment to the annoyance of any person on the vehicle or in a manner which is likely to cause annoyance to any person on the bus.
- m) Intentionally interfere with any equipment with which the bus is fitted.

8.2 While travelling on, or waiting to board, passengers must not use obscene or offensive language or conduct themselves in a riotous or disorderly manner. They must not combine with others to make excessive noise, whether by singing, shouting, or otherwise. They may not wilfully deface or damage any part of the bus, or any notice or advertising matter affixed to the vehicle.

8.3 Passengers may not bring firearms (whether loaded or unloaded, real or imitation) or other dangerous or offensive articles on board.

8.4 Passengers whose dress may cause danger to them while travelling by bus may be refused entry (eg a passenger wearing roller skates or other unsuitable footwear). FTC will not be liable for any injury arising from the wearing of such clothing while the passenger is on board.

8.5 Any passenger who infringes these regulations may be removed from the vehicle by an authorised person or, on their request, by a Police Officer.

8.6 Although children under 16 will not normally be removed, such children, who breach these regulations (in particular, those relating to vandalism or unruly behaviour) render themselves liable to such removal. In these circumstances, FTC will not be liable in respect of the consequences that may arise.

- 8.7 Due to the fire risk, no passenger shall bring on board an electric scooter, or similar vehicle, even if the battery pack has been removed.

9. ANIMALS

- 9.1 No passenger may bring any animal onto a vehicle without the consent of the driver, which may (except in the case of a dog accompanying the holder of a card issued by the Guide Dogs for the Blind Association or such other assistance dog) be rescinded at any time at the driver's discretion.
- 9.2 Guide or Assistance Dogs will normally be carried free on the services. No other animals will be carried at any time, except that small animals in baskets or suitable containers may be carried as passengers' luggage.
- 9.3 Guide or Assistance Dogs must be accompanied by a fare-paying passenger and are carried at the owner's risk. The passenger shall be responsible for keeping the dog under proper control and should not allow it to be a nuisance or annoyance to the driver or other passengers. The owner of an animal will be held responsible in respect of damage that may occur. Dogs must remain on the bus floor and must not be allowed on the seats at any time.

10. CHILDREN

- 10.1 A child under the age of 14 accompanying a fare paying passenger or concession pass holder should wear the fitted seatbelt at all times. It is the adult's responsibility to ensure the child is wearing the seatbelt.
- 10.2 An unaccompanied child aged 14 will be carried at the sole discretion of the driver. The driver will take reasonable steps to ensure the child is wearing a seatbelt.
- 10.3 An unaccompanied child, aged 14 or over, is responsible for wearing the seatbelt themselves.
- 10.4 FTC will not be liable for injury suffered to a child passenger by failure to wear a seatbelt.

11. ADULTS AND SEATBELTS

- 11.1 Our vehicle is fitted with seatbelts. It is strongly recommended that passengers wear a seatbelt at all times. FTC will not be liable for any injury suffered to an adult passenger by failure to wear a seatbelt.

12. FORCE MAJEURE

- 12.1 Subject to the provisions hereof, FTC shall be relieved of liability for any loss or damage if, and to the extent that, such loss was caused by:
- 12.2 The act or omission of a passenger or any other passenger on board.
- 12.3 Insufficiency of the packing of any luggage carried.
- 12.4 Handling, loading, stowage, or unloading of any luggage by a passenger or any person acting on behalf of a passenger.
- 12.5 Any event which FTC was unable to avoid or prevent by the exercise of reasonable diligence.

Statutory Provisions

Public Passenger Vehicles Act 1981, Sections 24 and 25.

Public Service Vehicles (Conduct of Drivers, Conductors and Passengers) Regulations 2002.