



**Covid-19** We expect all passengers to adhere to any government guidelines at the time of travel. Drivers will not be responsible for ensuring pupils are seated within bubbles introduced by the schools or wearing face masks (if these are required)

### **General Instructions & Conditions**

Student bus passes are valid for the dates shown and can only be used by the student whose name and appears on the pass, if we have any doubts that the pass does not belong to the person named this will be investigated and we will request identification by the school.

Term dates are as per Bedford Borough and Central Bedfordshire Council Academic Calendars. Individual school term dates may vary slightly.

Bus passes must be always carried and produced to the bus driver upon boarding the bus. Students without a bus pass may be required to pay to travel.

Bullying, vandalism, bad language, and unruly behaviour will not be tolerated on any Herberts Travel route. Herberts Travel reserves the right to refuse travel to any person and will report incidents to the appropriate authorities.

Herberts Travel reserves the right to make claim for any damages caused by acts of vandalism.

The bus pass is valid only on the Route and on the dates shown on the bus pass. They can only be used for the journey that is stated on the bus pass. Any changes will have to be authorised by Herberts Travel and a new bus pass will be issued.

Comments, suggestions, or complaints regarding the service should be made in writing to:

Post: Herberts Travel, Barford Road, Blunham, Bedford, MK44 3NA

Email [customerservices@herberts-travel.co.uk](mailto:customerservices@herberts-travel.co.uk)

Bus passes are paid in advance, offered at a discounted rate and are valid for the relevant school term. No refunds for bus passes or unused journeys will be given.

**Lost bus passes will incur an administration charge of £10.00** for the issue of a replacement. Defaced bus passes will not be accepted and will be removed from the student immediately. A new bus pass will be issued and will incur an administration charge of £10.00.