



Conditions of Carriage

1. Introduction

Yellow Buses is the trading name of Bournemouth Transport Limited, owned by RATP Dev, with Bournemouth Borough Council retaining a 10% stake in the company.

Our aim is to provide all our passengers with a safe, reliable and pleasant journey. This document provides details of the Conditions under which we carry passengers and their property on Yellow Buses bus services. Please note that these Conditions of Carriage do not affect your statutory rights as a consumer, and do not limit our liability for death or personal injury resulting from our negligence. Please note that National Express has its own Conditions of Carriage, which apply to any journey that we operate under contract to National Express.

2. Travelling with us

Details of our services are shown in timetables, which are available as a free booklet, or can be viewed at our website (www.bybus.co.uk). You can also call in at our travel office in Bournemouth Square (Avenue Road, opposite Boots) for advice, or you can call Traveline on 0871 200 22 33 for independent travel advice on all bus services in the United Kingdom.

Occasionally, due to events beyond our control (such as severe traffic congestion, adverse weather conditions, or events which cause delays and diversions, for example) we may not be able to operate the advertised service. In the unlikely event that you are unable to make or complete your journey with us, we shall not be liable for any costs or losses that you suffer or for any inconvenience that you experience. We will not pay for taxi fares or other transportation costs.

We also cannot guarantee a seat on every journey or that you will be able to get on buses that are very full.

3. Your Conduct

All passengers are welcome aboard Yellow Buses. We ask that all our passengers comply with the following Conditions of Carriage. Failure to do so may result in you not being permitted to travel with us, or directed to leave our buses or premises at any time.

Passengers must:

- Not smoke at any time on any of our buses.
- Not behave in an abusive or threatening manner which could cause offence to other passengers or our staff.

All passengers must behave in a manner that shows due regard to the safety of other passengers and our staff, including passengers who may have some form of mobility impairment.

- Not drink, or eat hot food or other items that may cause annoyance to other passengers or our staff
- Follow all instructions shown on our vehicles and those given by our staff. This includes instructions on the maximum number of passengers that can be carried. Please note that passengers are not permitted to stand on the upper deck of a double-deck bus
- Advise a member of our staff immediately if they sustain an injury travelling on our buses
- Advise a member of our staff or the emergency services if they see any suspicious article or package on or near to any bus

4. Travelling with wheelchairs, buggies and cycles

Some of our buses are designed to accommodate passengers travelling in a wheelchair, or who are travelling with buggies or folding cycles. Subject to enough space being available, and subject to the discretion of the driver, we can carry up to one passenger in a wheelchair or 2 buggies in buses that have designated areas for wheelchairs and buggies. Folding cycles will also be carried, provided such cycles are properly folded and provided sufficient space is available.

5. Travelling with luggage

All luggage and other property must be accompanied, and is carried at the owner's risk. No bulky, cumbersome, explosive, combustible or other hazardous items will be carried. We cannot be held liable for any loss, damage or inconvenience if you are unable to travel with us because of this restriction, or if your luggage or other property is damaged whilst travelling with us.

6. Travelling with accompanied dogs

Accompanied dogs that will not be a danger or nuisance to any other passenger or member of staff are carried on our buses at the discretion of the driver, free of charge. All such dogs must be on a lead and under the control of the owner, and must not be allowed to travel on seats. Assistance dogs travel free.

7. Buying your ticket

Each time you board a bus, you must either buy a ticket for the journey you are making, or present a valid Glo card or Concessionary or other valid pass or permit to the driver. If you buy a ticket, please try to pay using the correct change, check that your ticket is new, shows the correct fare, and that you have received the correct amount of change. We cannot correct mistakes later, and we are unable to accept £50 notes. Please note that we may not be able to change other high value bank notes, and we cannot accept any liability for loss or inconvenience if you are unable to travel because of this condition.

8. Fares

Please see our timetable booklet or our website (www.bybus.co.uk) for details of current fares and tickets.

Children, with a valid Citizencard or Glo 17 card, under the age of 18 may travel at reduced “child fares”. Children accompanied by a full fare paying adult may travel on a reduced child fare to their 18th birthday. Child Fares are valid all day, but are not issued after 2200

Accompanied children under the age of 5 travel free.

Glo cards provide unlimited travel for all local bus services for one day, 7 days, 30 days or 90 days. Child Glo 17 cards are also available for 1,7 or 30 days. Please see our timetable booklet or our website (www.bybus.co.uk) for further information including how to apply for a Glo 17 card.

Glo cards are not valid on National Express services.

Glo cards are transferable but are not re-saleable (Glo 17 are not transferable as they are used as proof of age). Glo cards can only be used by one passenger at a time, except for any group tickets which are valid for a maximum of 2 adults and 3 children travelling together.

Fares are determined by fare stages, and passengers will be charged for single journeys in accordance with the official fare table for the journey they are making. Passengers boarding at a stop which is not a fare stage will be charged from the previous fare stage; passengers travelling to a stop which is not a fare stage will be charged to the following fare stage.

Passengers over-riding beyond the stop to which they have bought a ticket will be charged an excess fare which will be the equivalent of a new ticket from their original destination to their ultimate destination.

9. Refund Policy

This does not affect your statutory rights.

We, Bournemouth Transport Limited t/a Transdev Yellow Buses, shall not be obliged to change, cancel, replace or refund a ticket where we have reason to believe that such change, cancellation, replacement or refund is being requested fraudulently.

However, if you think that you have purchased the incorrect ticket for your requirements or if you subsequently choose not to use a ticket, we may be willing, at our sole discretion, to offer you a refund. Refunds will depend on the individual terms and conditions applicable to your ticket (as shown separately) and may not be available for certain ticket types including those mentioned below. Refunds will also be subject to deduction of our refund charges from time to time – current charges set out below.

Refund charges applicable:

- Day ticket – No refund available
- 10 Trip – No refund available
- 7 Day Ticket - £3 refund administration charge, plus standard 1 day ticket cost pro-rata (not to exceed cost of ticket)
- 30 Day Ticket - £5 refund administration charge, plus standard 7 and 1 day ticket cost as appropriate, pro-rata (not to exceed cost of ticket)
- 90 Day Ticket - £10 refund administration charge, plus standard 30, 7 and 1 day ticket cost as appropriate, pro-rata (not to exceed cost of ticket)

Applications for refunds should be made in writing with the ticket concerned enclosed to:

Yellow Buses
Yeomans Way
Bournemouth
BH8 0BQ

This policy only covers tickets purchased direct from Bournemouth Transport Ltd t/a Yellow Buses, and does not apply to tickets purchased from any agents authorised to sell tickets on our behalf.



Concessionary Travel

We accept concessionary passes from all over England with the English Rose in the left corner. Passengers holding passes from other parts of the UK (Scotland, Wales, Ireland) are not valid and will continue to pay a full adult fare.

- Passes (except all day versions) will be valid from 0930 - 2300 Monday - Friday and all day Saturday, Sunday and Bank Holidays
- Only English passes, with the rose, are valid for free travel

Bournemouth, Christchurch, Poole Connect Passes which clearly show all day local have no restrictions and are accepted at any time. Companion (C+) passes allow for a second person to travel free with the card holder.

10. Finding lost property

If you find any lost property on the bus, please inform the driver. If you lose any item of property whilst travelling with us, please contact:

Yellow Buses Lost Property
Travel Office Avenue Road (The Square)
Bournemouth
Dorset

We will do everything possible to find any item of lost property, but please note that we cannot keep perishable or other items that could cause offence, and we cannot be held liable for any loss if we are unable to locate or return any item of lost property. We may ask for verification of identity in the case of valuable lost property items. After a sensible period of time, items of lost property may be destroyed or donated to local charities. You may be charged a fee when the item is returned to you.



11. Contacting Us

Yellow Buses welcomes any comments or suggestions that relate to any aspect of our service. Please contact us in writing, by telephone or by e-mail using the following addresses and telephone number:

Yellow Buses Comments
Head Office Yeoman's Way
Bournemouth BH8 0BQ
T: 01202 63 60 60
comments@yellowbuses.co.uk

If you are dissatisfied with any aspect of our service, please contact us using the address or telephone details above. We aim to respond to any complaint within 7 working days. If you are not satisfied with the response you get, please either get in contact with us again, or write to:

Bus Appeals Body
c/o Bus users UK
PO Box 320,
PORTSMOUTH
PO5 3SD