

Conditions of carriage

1) Introduction

Nottinghamshire County Council values your custom and will endeavour to ensure you travel safely and in comfort on a clean, reliable bus service.

This document contains the Conditions under which we carry you and applies to anyone who travels with us.

Our Conditions are consistent with the relevant statutory regulations, including those relating to the conduct of passengers and lost property and do not affect your statutory rights.

2) General conditions

We aim to provide a safe, reliable and punctual service but there are occasions when we are simply unable to run as advertised due to factors outside of our control, such as road works, diversions, exceptional traffic congestion, major events, extreme weather conditions and other unforeseen operating circumstances.

Wherever possible, we will take reasonable steps to advise you of any disruption to services, but in the event of cancellation, delay, diversion or termination of any service or the service being unavailable to you as a result of the vehicle being fully loaded or for any other reasons, we shall not be liable for losses, damages, cost or inconvenience that you suffer as a result.

We do not guarantee that services will connect unless we specifically advertise a guaranteed connection.

We do not in any way exclude or limit our liability for death or personal injury resulting from our negligence nor are your statutory rights as a consumer affected.

3) Conduct of passengers

We reserve the right to refuse you entry or require you to leave our buses or premises at any time, should we have reason to believe that your behaviour jeopardises the safety, security and comfort of others.

When travelling with us you must in particular:

- refrain from smoking either conventional or electronic cigarettes
- behave in a manner that is not abusive or threatening and does not cause offence to other customers or staff
- refrain from eating and drinking items which make the environment unpleasant for other customers or otherwise cause offence
- refrain from consuming alcohol
- refrain from playing loud music or operating a personal device at a volume which may be heard by other passengers

- refrain from leaving rubbish or discarded items on the bus
- not be wearing soiled working clothes or carrying any soiled items which might stain the seats etc
- follow the instructions of our staff and act in a manner which shows due regard for the safety and comfort of other customers and company employees, including not standing adjacent to emergency exits, the vehicle entrance, next to the driver or sitting in gangways
- if the vehicle you are travelling on is fitted with seat belts, you are legally required to wear it
- notify a member of staff immediately if you sustain an injury whilst boarding, travelling on or getting off a bus
- follow the directions of staff concerning the maximum number of standing passengers that a bus is permitted to carry. All of our vehicles contain clear signage setting out their standing capacity
- except in an emergency, not talk to the driver whilst the bus is moving, obstruct the driver's vision or otherwise distract them
- have due regard at all times for the needs of our elderly, young and disabled customers and, in particular, vacate seats and spaces designed for the elderly and disabled when requested
- not distribute leaflets, papers or other articles or offer anything for sale or collect for charity without our prior written consent
- not interfere with equipment fitted on the vehicle
- not deliberately damage or deface any part of the vehicle
- All passengers from the 15th June 2020 are required to wear a face covering whilst travelling on the vehicle, the only exemptions are Disabled passengers, very young Children and customers who suffer with Breathing difficulties.

Intending customers who, in the opinion of the driver or other company officer, appear likely to behave in an antisocial manner may not be allowed to travel.

If you are in breach of these and other statutory regulations, you will be obliged to give your name and address to a company officer or may be restrained by a police officer or a community support officer and refused further travel without refund.

We also reserve the right to take any other measures we consider necessary to protect the safety and comfort of our customers and staff including temporarily or permanently banning you from travelling with us following an incident of misconduct.

Buses and premises may be fitted with CCTV to provide added security for our customers and staff. Appropriate signage will be in place where audio CCTV is in use and the video recordings used solely for the monitoring of safety, security, service quality and in support of relevant criminal and civil legal proceedings and complaint investigation. Images of you may be provided to the police, DVSA, the Traffic Commissioner or any other enforcement agency at their reasonable request.

Whilst we will do everything, we reasonably can to control conduct of other customers, we cannot be held responsible for their conduct.