

University Bus Service: Conditions of Travel

Avery Hill – Greenwich (including Bathway)

1. You must be a University of Greenwich student or member of staff. Otherwise e-mail travel@gre.ac.uk to obtain permission. Children are not normally permitted and must be accompanied.
2. There is no charge to use the service, but you must carry your University ID card and swipe it across the reader whilst boarding, where fitted, to prove your entitlement to travel.
3. Boarding and alighting is only permitted at the advertised bus stops. For safety reasons the driver is not permitted to open the door after departure from the stop. You will be allowed to leave the vehicle in bad delays on route if safe to do so.
4. Drivers are instructed to depart on time. If you arrive after the scheduled departure time you must wait for the next scheduled service.
5. Every reasonable effort will be made to adhere to the timetable, but we accept no responsibility for delays or curtailments due to circumstances beyond our control.
6. Space on the bus is available on a 'first come first served' basis. At busy times you may need to wait for the next bus or seek alternative transport.
7. You must sit on one of the seats provided and use a seatbelt where provided. Standing is only permitted on lower decks of double deck buses.
8. Please follow instructions from drivers and or university personnel.
9. Eating and drinking is not permitted on-board.
10. Please be considerate to other passengers by not making excessive noise or playing music out loud.
11. Do not leave litter on the bus other than in the bins provided.
12. If you are under the influence of alcohol or drugs you may be refused travel if in the opinion of the driver and or university personnel, you are considered a danger or nuisance to yourself or others.
13. If you have a health condition that restricts the way you can use the service, please contact one of the Student Centres with details.
14. Any passenger who repeatedly failures to follow instructions from the driver or who commits a serious offence whilst using the service will be excluded.
15. These conditions, the timetables, and fares are subject to periodic review and with reasonable notice may be amended from time to time.

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Medway services

1. You must be a University of Greenwich student or member of staff, or a member of University of Kent, or Canterbury Christ Church University. Otherwise e-mail travel@gre.ac.uk to obtain permission. Children are not normally permitted and must be accompanied.
2. To use the service, you must pay a fare (see **Tickets** below), book a space, and carry your University ID to prove your entitlement to travel if requested.
3. Boarding and alighting is only permitted at the advertised bus stops. For safety reasons the driver is not permitted to open the door after departure from the stop. For convenience, alighting is also permitted to Avery Hill at Blackfen, and to Greenwich opposite East Greenwich Library. You will be allowed to leave the vehicle in bad delays on route if safe to do so.
4. Drivers are instructed to depart on time. If you arrive after the scheduled departure time you must wait for the next scheduled service.
5. Every reasonable effort will be made to adhere to the timetable, but we accept no responsibility for delays or curtailments due to circumstances beyond our control.
6. You must sit in one of the seats provided and wear a seatbelt. No standing.
7. Please follow instructions from drivers and or university personnel.
8. Eating and drinking is not permitted on-board.
9. Please be considerate to other passengers by not making excessive noise or playing music out loud.
10. Do not leave litter on the bus other than in the bins provided.
11. If you are under the influence of alcohol or drugs you may be refused travel if in the opinion of the driver and or university personnel, you are considered a danger or nuisance to yourself or others.
12. If you have a health condition that restricts the way you can use the service, please contact one of the Student Centres with details.
13. Any passenger who repeatedly failures to follow instructions from the driver or who commits a serious offence whilst using the service will be excluded.
14. These conditions, the timetables, and fares are subject to periodic review and with reasonable notice may be amended from time to time.

Tickets

15. You must purchase a ticket online @ <https://bustickets.gre.ac.uk>.
16. All tickets are valid for 365 days from purchase. Unused tickets are not refundable.
17. You must use your ticket to book your journey(s) in advance for the required service date(s) and time(s). Journeys may be booked up to the departure times subject to availability. 'Walk-on' tickets are not available – you must book ahead.
18. The same ticket cannot be used to book multiple journeys in advance on the same day in the same direction, either for the same service time or for different service times. Travelling with others on the same ticket is therefore prohibited.

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19. Booking a journey reserves a space on the coach. Seats are not allocated.
20. If you are unable to book your required service e.g. because it is already fully booked, space may become available later or you may need to travel at a less preferable time. Failed bookings are recorded and monitored.
21. You can cancel your booking without charge up to the planned service departure time. Any booked journey not cancelled prior to the planned departure time will result in the ticket being debited from your account as if you had travelled. Cancelled bookings can be reused for other times and dates within the ticket expiry period.
22. At the point of boarding the relevant ticket must be displayed on your mobile phone or printed out and shown to the driver. The driver will scan the QR code, and if accepted the ticket will be debited from your account.
23. You will not be permitted to travel on board until a valid booked ticket has been scanned by the driver.
24. If you are found to deliberately evade the fare, you may be barred from using the service in future.
25. For more information about tickets go to <https://docs.gre.ac.uk/rep/ef/bus-ticket-system-user-guide>.

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