

## 2019/20 County Ticket Full Terms and Conditions of use.

### **IT IS ESSENTIAL THAT YOU READ IN FULL BEFORE COMPLETING THE APPLICATION FORM**

**All applications are subject to acceptance of these Terms and Conditions of Use and your agreement to pay. No application will be accepted without this. By completing a County Ticket application form you automatically agree to Somerset County Council sharing the Student Details with their chosen 16+ Establishment, 6<sup>th</sup> Form School/College or College of Further Education.**

#### **What is the County Ticket?**

This is an **annual** student bus pass for students attending a Further Education course at a 16+ establishment, including those on work-based learning courses. The pass is a smartcard, which has the students name printed on it and it is non-transferable.

The holder will need to present the pass to the "on bus" electronic ticket reader. Where the bus does not have an electronic ticket reader, show the pass to the bus driver for travel. **It does not cover any travel by train.**

#### **Is the County Ticket my only ticket option for transport?**

**NO** all bus operators offer a range of daily tickets and most can also offer various types of season tickets and bundle tickets at a discounted rate. **We strongly advise you to check your options with the various bus operators, to ensure the County Ticket is the most appropriate ticket for your individual needs as it may not be your cheapest option.** **Please Note:** Somerset County Council has no control or responsibility over the amount commercial operators charge for their own tickets. They also have the right to vary their ticket prices as and when they feel it is commercially necessary. For additional ticket information please view "Post 16 Local Transport Policy Statement 2019/20", which is available on our web site at [www.somerset.gov.uk/countyticket](http://www.somerset.gov.uk/countyticket) in the downloads section.

#### **How much does the County Ticket cost?**

Somerset County Council has negotiated a price for the County Ticket based on one morning (a.m.) journey and one afternoon/evening (p.m.) return journey, that fits with the standard start and finish times of the 16+ establishment. The cost for 2019/20 academic year is **£810.00**. You will be able to pay in full online by credit/debit card or spread the cost by direct debit.

**Please note: The direct debit option is **not** available to fee paying international students.**

#### **Is there any help available with the cost?**

This depends on your/the student's individual circumstances. Please check with your chosen 16+ establishment, as they may be able to offer a travel bursary.

You may also be able to spread the cost using the direct debit option. To qualify, the payer must be a resident in the United Kingdom and be using a United Kingdom bank account. **Please Note: If this method of payment is selected, the payer automatically agrees to Somerset County Council carrying out a full credit check with an independent credit reference agency, which will be recorded. Somerset County Council reserves the right to withdraw this option, subject to the result.** If approved, we will normally collect payment in 10 instalments from October to July inclusive, on the 5<sup>th</sup> of the month, providing we have received and processed your application by the 02 August 2019. You will receive a confirmation invoice detailing the collection dates and amounts. **Please ensure you read the Declaration before applying.**

## **Is there any extra assistance available for students who are currently in the care of Somerset County Council, a Somerset County Council care leaver or estranged from their parents/legal guardians?**

Yes. The 16 to 19 Bursary Fund (<https://www.gov.uk/1619-bursary-fund>) provides financial support to help students overcome specific barriers to participation so they can remain in education.

### **Who can apply for a 16 to 19 Bursary Fund?**

You must be at least 16 and under 19 on 31 August 2019, study at a publicly funded school or college or be on an unpaid training course and meet the residency requirements – your school or college can check this.

There are 2 types of 16 to 19 bursaries:

- Vulnerable student bursary:
- Discretionary student bursaries

### **Vulnerable Student Bursary**

You could get up to £1,200 if at least one of the following applies:

- you're in or have recently left local authority care
- you receive Income Support or Universal Credit because you're financially supporting yourself
- you receive Disability Living Allowance (DLA) in your name and either Employment and Support Allowance (ESA) or Universal Credit
- you receive Personal Independence Payment (PIP) in your name and either ESA or Universal Credit

You may get the full amount if you have expenses and study full-time on a course of at least 30 weeks.

You'll usually get less than the full amount or no bursary, if one of the following applies:

- your course is shorter than 30 weeks
- you study part time
- you have few expenses

You'll be told what evidence you need, for example benefit letters.

### **Discretionary Bursary**

Your school or college will have their own criteria for discretionary bursaries. They'll look at your individual circumstances – this usually includes your family income.

Ask student services about their criteria and any evidence you'll need.

You can apply for a discretionary bursary if you're over 19 and either:

- continuing a course, you started aged 16 to 18 (known as being a '19+ continuer')
- have an Education, Health and Care Plan (EHCP)

**Please Note:** both the Vulnerable Student Bursary and the Discretionary Bursary are administered by Education and Training providers. Somerset County Council is not involved with eligibility or payments and if you purchase a County Ticket it is **your responsibility to pay Somerset County Council the full cost of £810.00 for the ticket whether you received a bursary payment or not.**

### **What if the student is unable to use public transport due to a disability, special educational needs or medical problem?**

There may still be assistance available on an individual basis and you should register your interest with us on 0300 123 2224.

### **Who is eligible for a County Ticket?**

Eligible Students will be aged between 16-25 on the 1<sup>st</sup> September 2019 and attending a 16+ establishment on a full time EFA (Education Funding Agency) funded course, or they are attending college as part of a work-based learning course. The 16+ establishment will be able to tell you if the chosen course is valid.

### **Is there a limit to the distance you can travel with a County Ticket?**

The County Ticket entitles the holder to travel throughout the local authority area of Somerset County Council (subject to the individual bus operator restrictions) and on cross border routes, to and from neighbouring local authority areas, and Bristol.

**It will not cover journeys that are wholly outside of the local authority of Somerset County Council.**

### **What are the Individual Bus Operator Restrictions?**

The following operators will give **unlimited access** to all their services within Somerset and cross border routes as above. **Berry's Coaches, Dartline, First West of England, First Wessex, Fromebus, Hatch Green Coaches, Libra Travel, Ridlers Coaches Ltd, South West Coaches, and The Buses of Somerset**

The following operator will only accept the pass for free travel anytime on **College/School tutorial days only**. (Passes will not be accepted for travel by these operators outside of these days). **Chandlers, Faresaver.**

The following operators will only accept the pass for free travel **before 09.00 and after 16.00 on college/school tutorial days only**. (Passes will not be accepted for travel by these operators outside of these times/days) **Slinky Services.**

**Please note:** Where a bus operator either alters or withdraws a service that **does not** affect the a.m. and p.m. journeys to and from college/school for the start and end of the normal tutorial day, it is their responsibility to advertise any such alterations. Somerset County Council may not be able to accept the cancellation of the ticket if it is after 31 October 2019 or offer any form of compensation for the alteration of the service.

If you're not sure if the service the student wishes to use is included, please contact us on 0300 123 2224 or the chosen 16+ establishment, who are also normally able to advise. **This pass is not valid for free travel on the Berry's Superfast, National Express services, Stagecoach's South West Falcon service or Train Travel.**

### **Can Somerset County Council's contracted school bus be used with a County Ticket pass?**

Yes, if the student wishes to attend a school/college with a sixth form (contracted school bus services do not operate to Colleges of Further Education).

### **How to apply for access to the designated contracted school bus.**

Please tick the appropriate box on the application form to request access to the designated contracted school bus in addition to public service buses. This will only be for the following establishments: Frome College, Holyrood Academy, Huish Episcopi Academy, King Alfred School, Kinds of Wessex Academy, Norton Hill Comp School (Somerset residents only), Somervale Comp School (Somerset residents only), St Augustines College, St Gregory's College, The Blue School, The Space – Heathfield, The Taunton Academy, Wadham School, West Somerset College and Writhlington School (Somerset residents only).

### **Will a seat be automatically allocated?**

No, seats are limited to the network's genuine spare capacity and are allocated on a first come, first served basis. As soon your request has been received it will be passed to the relevant officer to review and allocate a seat depending on availability. Additional vehicles will not be contracted to accommodate students over and above current spare capacity.

### **How will I be informed if a seat has been allocated?**

We will send an e-mail to confirm the seat allocation.

### **What authorisation is required to use the designated contracted school bus?**

Once a seat has been allocated the authorisation required to use the designated contracted school bus will be the route number printed on the County Ticket pass.

### **When should I apply for the County Ticket?**

You should apply **before 02 August 2019** to ensure you receive the pass for the 01 September 2019. Any applications received after this date will be dealt with in chronological order by the received date and providing you have either paid in full or cleared the direct debit credit check process, it should take no longer than 15 working days to process.

### **Can I change the Payment Option after the form has been submitted?**

**No.** It is your responsibility to ensure that you can comply with your payment choice. We are trying to keep the cost of the pass as low as possible and there would be additional administration costs involved in changing the payment format. **If the direct debit option is selected it is important that the person who agrees to pay for the pass is the account holder on the direct debit mandate.** Once a confirmation invoice has been issued it must be paid for in full through your monthly direct debit payments, unless Somerset County Council has been notified in writing by **31 October 2019** that the pass is no longer required (Please see: **"What if I apply and then no longer require a County Ticket"**).

### **When is the County Ticket valid from and to?**

It will be valid from 01 September 2019 to 31 August 2020 **(subject to operator restrictions as mentioned in the question "What are the Individual Bus Operator Restrictions?")**. This is a fixed year and there will be no reduction in price for passes not issued or received by 01 September 2019. You will also not be able to claim a refund for any daily tickets purchased while you are waiting for delivery of the pass. **Please apply by the 02 August 2019 to avoid this situation.**

### **When will the student get the County Ticket?**

It should take no longer than 15 working days from date of application. The pass will be posted by second class post to the students registered home address.

If the pass has not been received within the 15 working days, please let us know by e-mailing [transport@somerset.gov.uk](mailto:transport@somerset.gov.uk) or telephone 0300 123 2223 so that we can order a replacement.

**Please Note:** If the pass has not been received because the application was not submitted before 02 August 2019 we can not guarantee it will be delivered in time for 1<sup>st</sup> September 2019 and the student will be charged for their journeys until the pass is presented. Any fares paid are non-refundable so please apply early to avoid any additional cost.

### **What if I apply and then no longer require the County Ticket?**

We pay the bus companies in advance for these passes, and we have an agreement that if we have been notified in writing by **31 October 2019** then we are able to cancel the pass and get a pro rata refund for the time unused, which we will then pass on to the payer.

This means that if the sooner you notify us in writing that it is no longer required, the less you will be expected to pay. Any refund or reduction in cost is worked out on the annual cost of the pass, divided by the number of college days for the college the student is attending, multiplied by the number of college days that the pass was held. Held means from the 1<sup>st</sup> September 2019 or for late applications it will be 5 days after date of dispatch of the pass to the home address.

**After 31 October 2019 we have to pay the full price. Therefore, after this date we are unable to accept any notifications that the pass is no longer required, and all passes must then be paid for in full for that year without exception.**

**Please note: it is your responsibility to ensure we have received your written notification of your wish to cancel the County Ticket product, please provide an e-mail address to enable us to confirm that your request has been received. If you have not received e-mail confirmation from us within 10 working days to acknowledge receipt of your cancellation request, please contact us again on 0300 123 2224.**

**We accept cancellation requests by e-mail to [transport@somerset.gov.uk](mailto:transport@somerset.gov.uk) or by letter to our postal address of: Somerset County Council, PPC302, Transporting Somerset, County Hall, Taunton, Somerset, TA1 4DY. We cannot accept responsibility for letters we do not receive.**

### **What happens if the County Ticket is lost or stolen?**

If the card is lost or stolen there is a £10.00 administration fee to replace it. This fee can be paid online at [www.somerset.gov.uk/countyticket](http://www.somerset.gov.uk/countyticket) using the section Request a replacement County Ticket bus pass. If you do not wish to pay online. Please contact us by e-mail [transport@somerset.gov.uk](mailto:transport@somerset.gov.uk) on telephone 0300 123 2224 and request a form to claim a replacement.

### **What happens if the County Ticket gets damaged or is not reading on the on-bus ticket machine?**

It is the student's responsibility to keep the pass in an acceptable condition, if it becomes damaged you will need to request a replacement as for Lost or Stolen and £10.00 replacement administration fee is payable. This means the student may have to pay fares (which are non-refundable) until the replacement pass is received.

If the pass is undamaged but will not read on the "on bus" electronic ticket reader, either return the pass for inspection, if it is found to be faulty and not damaged, it will be replaced free of charge. Unfortunately, the student may have to pay fares (which are non-refundable) until the replacement pass is received. Alternatively, you can pay the £10.00 administration fee for a replacement of a damaged card and then return the faulty pass for inspection; if it is then confirmed that the pass is undamaged and is faulty, the administration fee will then be refunded.

### **Will I be able to exchange the County Ticket for a petrol allowance?**

**No.** Petrol allowances are only available for students who live more than 3 miles from a bus stop or, if their chosen course is unavailable from an establishment accessible from their nearest bus stop, an allowance can be offered to get to an appropriate bus stop. You/they will then get an allowance of 18p per mile, to and from the bus stop for each day they attend the 16+ establishment, up to a maximum payment of £135.00 per academic year.

**County Ticket passes are issued with the following conditions of use:**

1. The pass is non-transferable.
2. The pass is issued subject to the conditions of all the participating bus companies.
3. The list of participating bus companies is shown in the above question "What are the Individual Operator Restrictions?" If you are still unsure, please use the contact details below.

Somerset County Council  
PPC302 Transporting Somerset  
County Hall  
The Crescent  
Taunton  
TA1 4DY

Telephone Number 0300 123 2224  
[transport@somerset.gov.uk](mailto:transport@somerset.gov.uk)

4. The pass is valid when used on local bus services for any journey (**subject to operator restrictions as mentioned in the question "Is there a limit to the distance I can travel?"**) that starts or terminates within the administrative borders of the County of Somerset until 31/08/2019.
5. The pass may be used for any number of journeys, on any number of services and on any day (**subject to operator restrictions as mentioned in the question "Is there a limit to the distance I can travel?"**)
6. Pass holders intending to use designated school contract vehicles, Slinky or other forms of community-based transport must be in possession of a valid permit for travel on that service as well as the County Ticket, for which there will be no additional charge.
7. The pass cannot be used as a "Proof of Age" card.
8. Right to a County Ticket does not entitle the bearer to any other rights under any scheme provided by Somerset County Council.
9. Somerset County Council reserves the right to withdraw the scheme. In such circumstances appropriate reimbursement will be made based on the proportion of the period of issue remaining.
10. The County Ticket Card remains the property of Somerset County Council and may be cancelled if:
  - a) the pass is used in an improper manner
  - b) there is a default on the agreed payment arrangements
  - c) pass-holders conduct themselves in a manner that could possibly result in an accident or bring harm to other passengers
11. Any pass found being used fraudulently will be reported to the Police.

To request this document in an alternative format, please call 0300 123 2224

**Declaration:**

On completion of the application you will be asked to confirm the following declaration as being accepted.

- I confirm and understand that my application is not complete until Somerset County Council has received the full payment or a valid direct debit mandate.
- I confirm that I have read and understand the "2019/20 County Ticket Terms and conditions of use" and agree to be bound by those terms and conditions.
- I confirm and understand that once a pass has been issued it must be paid for in full, even if it has been lost, stolen, the student withdraws for any reason, the student learns to drive and no longer needs the pass, it's use is no longer required for any reason, unless Somerset County Council has been notified in writing before 31 October 2019 that the pass is no longer required; in which case I will be given a pro rata refund for the time unused.
- I confirm that if paying by direct debit I am over 18 on 01 September 2019 and the bank account details completed on the direct debit mandate belong to me and that the application will be subject to an external credit check before acceptance and that paying this way is only a means of spreading the cost of the ticket.
- I confirm and understand that if I require a replacement pass there will be a £10.00 administration charge.

**GDPR Information - Notification regarding the processing of any personal data supplied on this form**

**Data Controller** – Somerset County Council

**Data Protection Officer Contact** – [informationgovernance@somerset.gov.uk](mailto:informationgovernance@somerset.gov.uk)

**Purpose for processing** - Provision of post 16 student bus passes

**Legal basis for processing** - Contract

**Data Sharing** - The student's personal data provided will be shared with their 16+ establishment

**Transfers abroad** - This data will not be transferred abroad

**Data Retention** – This data will be retained for a period of 7 years to meet the Council's financial and audit requirements and HMRC guidelines.

**Your Rights** – You have the right to ask Somerset County Council to a copy of your data, the right to rectify or erase your personal data, and the right to object to processing. However, these rights are only applicable if the Council has other legal obligation concerning that data. You also have the right to complain to the regulator, <https://ico.org.uk/>

**Consequences:** If you do not supply this information to us, we will not be able to do process your application. For more information see [www.somerset.gov.uk/privacy](http://www.somerset.gov.uk/privacy)

**You are advised to print and retain a copy of this document for future reference.**

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