

## WHAT IF MY DIRECT DEBIT PAYMENT FAILS?

If you cancel your direct debit you should contact the school payment line on **(01772) 530432** and make alternative arrangements to pay for the season ticket within five working days of cancelling your direct debit. The balance of your season ticket may become due immediately.

If your direct debit payment is not received by the county council we will write to you and ask you to make alternative arrangements within 10 days of the date of the letter. You will also be charged an administrative fee of £15.00. The administrative fee will be charged every time this happens. If you fail to make alternative arrangements to pay for the season ticket the season ticket will be recovered by the council and the pass may be confiscated from your child on the bus.

## SEASON TICKET MISUSE

Your season ticket will be withdrawn if used by any other person or if the pass is mutilated, damaged, misused or fraudulently used in any way. If a ticket is found to be used after its expiry date, or outside its validity, the county council will take steps to recover any lost revenue. This calculation will assume that full use has been made of the ticket from its expiry date or outside its validity. The county council may also refuse to sell you a season ticket in the future.

Every effort has been made to ensure the accuracy of this leaflet, however Lancashire County Council is not able to accept any responsibility for any inaccuracy.

Please note that misuse and fraudulent use of season tickets is treated very seriously, and consideration may be given to prosecution.

## WHAT HAPPENS IF I NO LONGER NEED MY SEASON TICKET?

If you no longer need your season ticket you may apply for a refund, providing your season ticket is still valid. The refund due will be equal to the total number of full months left from when the pass is received by the county council. For example, if you have a pass for price band A which is returned in February you will be due a refund of £155.20 (4 months of £38.80).

## WHAT HAPPENS IF THE BUS BECOMES FULL?

School buses are generally provided for students that are entitled to free home to school transport. Season tickets are sold where seats are available. However, should those seats be required for entitled students, the season ticket may be withdrawn, sometimes with immediate effect. If this happens a refund will be given for the balance of the journeys that are not taken.

On services where we anticipate that the bus may be full, we will wait until all the passes for students entitled to free travel have been produced before we issue season tickets. This is usually around the October half term. If this is the case on your service we will inform you when you apply for a pass.

## WHAT HAPPENS IF I LOSE MY SEASON TICKET?

You should take care of your season ticket, but if you do lose it contact the county council on 0300 123 6738. They will be able to issue you with a replacement pass at a cost of £20.00.

## NOTES

Please note that these conditions may be amended, added to or revoked at any time and without prior notice, by the county council.

School Transport, Public and Integrated Transport, Lancashire County Council, P.O. Box 100, County Hall, Preston, Lancashire, PR1 0LD.

### SAFER TRAVEL

#### GOOD BEHAVIOUR - TAKE IT ON BOARD

Reducing anti-social behaviour on public transport in Lancashire – Hotline <b>0300 123 6782</b> or <a href="http://visitsafertravelunit.co.uk">visitsafertravelunit.co.uk</a>	Travel Pass Enquiries School Traveline <b>0300 123 6738</b> Open Mon-Fri 9am to 5pm <a href="mailto:schooltransport@lancashire.gov.uk">schooltransport@lancashire.gov.uk</a>
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[www.traveline.info](http://www.traveline.info)

**0871 200 22 33**

Calls cost 10p per minute plus network extras

open 8am to 8pm • 7 days a week

From September 2015

# season tickets

For use on Lancashire County Council School Bus Services



[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

# school bus season tickets

useful information from Lancashire County Council

## LANCASHIRE COUNTY COUNCIL SEASON TICKETS

Do you struggle every morning finding change for your child's bus fare?  
Do you want to save money?  
Do you want to avoid your child losing their bus fare at school?

Then why not consider purchasing a season ticket for your child?

If your child regularly uses a school bus, operated on a contract basis on behalf of the county council, you may wish to purchase a season ticket for that service. Please note that this is subject to there being space available on the bus.

### HOW LONG IS THE SEASON TICKET VALID FOR?

Season tickets are available for an academic year. However, they may also be purchased part way through the academic year.

### HOW MUCH WILL MY SEASON TICKET COST?

The full year season ticket price is based on the daily return fare with a 20% discount rounded to the nearest pound. Season tickets for periods of less than a full year will be a proportion of this price.

Pass valid from	Season ticket price band A	Season ticket price band B	Season ticket price band C
Any date in:	0 – 3 miles* Return Fare £ 2.55**	3 – 8 miles* Return Fare £3.55**	8 + miles* Return Fare £4.55**
September	£388.00	£540.00	£692.00
October	£349.20	£486.00	£622.80
November	£310.40	£432.00	£553.60
December	£271.60	£378.00	£484.40
January	£232.80	£324.00	£415.20
February	£194.00	£270.00	£346.00
March	£155.20	£216.00	£276.80
April	£116.40	£162.00	£207.60
May	£77.60	£108.00	£138.40
June	Not available	Not available	Not available
July	Not available	Not available	Not available
Direct Debit price Per month			
	£38.80	£54.00	£69.20

\*These mileages are for information only. Some journeys may vary.

\*\* As of September 2015.

If you order a season ticket valid from any date in September you will pay the full price from that month detailed above and so on for each following month. We will, however, be happy to arrange for your pass to be valid from the 1st of the next month. If you take this option the pass will be sent out to you a few days before it becomes valid.

### HOW CAN I PURCHASE A SEASON TICKET?

If you wish to purchase a season ticket please contact the county council on 0300 123 6738.

You can pay by cheque, postal order, credit/debit card or direct debit. If you choose to pay by direct debit and your pass is valid from September you will pay ten direct debit payments, if your pass is valid from October you will pay nine direct debit payments and so on.

You will also need to provide a passport style photograph of the person for whom the season ticket is required for. Tickets are not interchangeable.

### WHAT DOES MY SEASON TICKET ENTITLE ME TO?

The season ticket entitles the pass holder to one return journey per day between the stops detailed

on the season ticket, between the dates shown, on school days only, and on the service detailed on the ticket.

If the service detailed on the ticket cannot be used you may travel on any service operated under contract to Lancashire County Council between the points shown on your season ticket, providing that there is space on that bus.

**Please note that season ticket prices will not be adjusted to take into account lost school days due to illness or school closures.**

### YEAR 11 STUDENTS

Students in year 11 usually leave school before the end of the academic year. For these students, we will base the pass cost on 9 months rather than 10 for a full year pass and one less direct debit payment for season tickets issued part way through the year. The full pass price will therefore be:

Season ticket in price band A	<b>£349.20</b>
Season ticket in price band B	<b>£486.00</b>
Season ticket in price band C	<b>£622.80</b>

The ticket will be valid until the last day of the academic year to allow students to attend school for exams, revision sessions and career advice sessions.