

Brookesbus Conditions of Carriage

Introduction

These Conditions of Carriage apply to all Brookesbus services that Oxford Brookesbus Company (OBC) operate in partnership with Oxford Brookes University (OBU).

Anyone who travels on one of our Brookesbuses is covered by these Conditions although your statutory rights are not affected. These Conditions also reflect the legal obligations in how OBC perform the service and in the way you should conduct yourself when using our Brookesbuses.

Please see OBC's website for their full terms and conditions:

<https://www.oxfordBrookesbus.co.uk/conditions-of-carriage/>

Brookesbus – Your Conduct

Oxford Brookes and Oxford Brookesbus Company in partnership are keen to encourage people to experience and use public transport as an effective and pleasant means of travel. We strive to meet your expectations in how you use the Brookesbuses and believe that customers should follow some basic rules for the benefit of all customers and OBC employees. When you use the Brookesbuses, we would also remind you that your conduct is governed by criminal laws and by certain regulations. Those laws and regulations are incorporated into these Conditions and are set out below.

Please consider others travelling and, if you do not follow these points, you may not be allowed to travel or, if you are already travelling, you may even be asked to leave our vehicles. We rarely ever have to do this so please don't spoil our good record.

If you are in breach of these conditions, you will be required to give your name and address to one of our members of staff, a police officer or a community support officer and will not be allowed to continue on your journey: you will not be entitled to a refund if you are in breach of these Conditions.

For Oxford Brookes Students details will be given from OBC CCTV and Brookeskey information to OBU for further action if necessary.

Whilst you may behave appropriately, we cannot be held responsible for the conduct of those passengers who do not comply with these Conditions.

General Behaviour

- Where our Brookesbus stops are "request" stops, to the extent it is safe and you are able so to do, please can you clearly indicate you wish to use the Brookesbus.
- If you have difficulties signalling to the Brookesbus driver at a "request" stop, you should find somewhere safe where you are able to make it clear to the driver you would like to use the Brookesbus. You should avoid areas where you may cause yourself harm or harm others (so you should avoid places such as near parked cars or in front of a fire station).
- If you don't have a valid ticket, Smartcard, permit or pass to travel, you must tell the driver or conductor the journey you intend to take if you are asked (and pay to the driver the amount requested to allow you to take that journey).

- You must not attempt to get on or off the Brookesbus which has stopped other than at designated stops (so you should not get off the Brookesbus when it stops at traffic lights or in road works, for example).
- Please behave in an appropriate decent manner which does not cause offence to other customers or members of our staff.
- We reserve the right to refuse entry and travel of any person onto our Brookesbuses if that person is considered to be undesirable, a security or safety risk, with a poor level of personal hygiene, who is intoxicated, under the influence of drugs or other substances or who may otherwise cause a nuisance or disturbance.
- You may be asked to leave the Brookesbus at any time where you are or are believed to be:
 - (i) smoking any substance;
 - (ii) consuming alcohol;
 - (iii) interfering with any equipment on or part of the vehicle;
 - (iv) interfering with or threatening or being abusive to a member of staff or other person travelling on the Brookesbus;
 - (v) causing a public nuisance; or
 - (vi) putting your feet on the seats.
- Whilst we make every effort to provide appropriate access to and accommodation on our vehicles for those of our passengers who are elderly, have young children, are pregnant or who are disabled, we would ask that you think about their needs and, wherever possible, please vacate seats and consider their requirements: it will mean a lot to these people.
- Please help keep our Brookesbuses clean, take your rubbish home with you and don't discard your unwanted belonging on our Brookesbuses.
- Please feel free to listen to music (it can make the journey much quicker) but use headphones at all times as our other customers may not want to listen!
- Please do not use electronic cigarettes or other types of imitation smoking devices on our Brookesbuses. These are forbidden from being used on our Brookesbuses.
- Please do not distribute anything on our Brookesbuses or at our premises or offer anything for sale or collect for charity without our prior written consent.

Safety

- You must follow instructions from our staff, when directed, and act in a manner showing regard for the safety and comfort of other customers and our employees. In addition please don't disturb, engage in conversations with, distract or obstruct the vision of our staff when they are driving, nor overload the capacity of the vehicle or stand on the upper deck of a double deck vehicle: safety first.
- You should always use a, and remain in your, seat, where seats are available, until the Brookesbus comes to a complete halt at your required Brookesbus stop.

- If you have to stand, you must not stand in the front door-well area, upstairs or on the stairs of double-deckers or near any emergency exits: you must, at all times, hold onto a pole and / or seat back whilst standing and, as soon as a seat becomes available, you should occupy it.
- If you are travelling on the upper deck of an open top Brookesbus, you are required to remain seated at all times, particularly when passing under bridges or overhanging trees. Unaccompanied children are not allowed to travel on the upper deck.
- Please don't alight from our Brookesbuses except at those places which are indicated by an official roadside Brookesbus stop sign or where the Brookesbus driver or conductor specifically permits you to do so. In no circumstances should you board or leave a Brookesbus whilst the vehicle is moving or whilst it is held up in traffic or by police or when the doors are closed.
- Please don't smoke on our Brookesbuses or at the entrance: it is illegal to do so.
- Please do not consume any form of hot food whilst travelling on board any of our Brookesbuses. Strong smelling food may not be carried, even if it is not being consumed during the journey.
- Please only drink hot drinks provided that the container is fitted with a spill-resistant safety lid: we cannot accept any responsibility for any burns you suffer as a result of you bringing hot drinks on board.
- Please don't lean out of, or throw from or stick anything out of Brookesbus windows.
- We hope you have a safe journey but you do need to notify our staff immediately if you sustain an injury or feel unwell whilst boarding, travelling or getting off one of our Brookesbuses.
- If you see anything suspicious please immediately inform a member of our staff or the driver.
- Please do not use the emergency exits except in a genuine emergency.

Security

- We want everyone to feel secure when travelling on our vehicles.
- You must not behave in a way that affects the security and the safety of our staff, our customers and other road users and pedestrians. If you behave in such a way that the security and staff are affected, you will be asked to leave our Brookesbus immediately and we will (if appropriate) seek appropriate legal redress to remedy the damage, loss or injury you cause.
- We operate CCTV on many of our vehicles to ensure that issues, such as theft, assault and poor behaviour, can be monitored and, where appropriate, footage of such incidents can be passed onto the police and other appropriate authorities should they so request and we believe it is consistent with the provisions of the Data Protection Act 1998.

- We will always comply with our obligations under the Data Protection Act 1998, the Human Rights Act 1988 and such other relevant legislation in the handling of CCTV footage.
- We will not be responsible to you for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of your abusive or threatening behaviour which gives rise to your removal from our Brookesbus and / or from any action taken against you by the appropriate authorities.

Data Protection

If we collect your personal data we will store and process that personal data in accordance with our Privacy Policy. A copy of our Privacy Policy is available on our website or can be obtained by writing to the operator at the address set out below. We will adhere to the requirements of the Data Protection Act 1998 at all times.

Penalties for breaches of the Conditions of Carriage

Students must understand that a breach of one or more of the Conditions of Carriage may result in:

- 1st Offence - Written Warning
- 2nd Offence – A penalty fine of £100
- 3rd Offence - A penalty fine of £200, confiscation of Brookeskey card and exclusion to travel on Oxford Brookesbus Company uses
- 4th Offence - University Formal Disciplinary (potential exclusion from the University)

The range of penalties for breach of these conditions is set out above; one or more may be imposed for each breach of any one of the conditions.