

Eastern Education Group (EEG) students are advised that all journeys on partner bus provider services are subject to EEG standard Conditions of Travel. While EEG partner bus providers are responsible for transport delivery, safeguarding concerns arising on journeys will be escalated to EEG's Designated Safeguarding Lead at the journey destination college where our Group policy will be followed.

The student code of conduct extends to our EEG partner buses, any breach of our code of conduct whilst travelling on an EEG partner bus could result in us enforcing our College disciplinary procedure. In extreme cases the college reserves the right to revoke your pass.

In the event of an emergency, students must follow driver instructions. All partner bus providers are required to have emergency procedures in place, and drivers are trained in basic incident management. EEG's incident management policy will be deployed for major incidents.

EEG liability and complaints limitation

EEG works with partner bus providers to operate services as advertised on their websites. However, there may be occasions when journeys may take longer than expected or may need to be diverted or cancelled. Where possible, EEG will advise students of disruptions. EEG shall not be liable and will not accept claims for direct or indirect losses, damages, cost or inconvenience that students suffer because of a delay, diversion, or termination of any bus route, or for any other reasons. These factors may include, without limitation, traffic congestion, road traffic accidents, road works, road closures, major events, adverse weather conditions or other unforeseen operating circumstances.

EEG shall not be liable for any loss of or damage to student property, including any lost property placed under the control of the vehicle provider.

Suggestions and compliant handling

If you wish to make a suggestion or complaint about a bus provider, you should be aware that the provider of that service is an EEG partner bus company (and not Eastern Education Group). Please email transport@easterneducationgroup.ac.uk with your details, date and time of the relevant event, route number, location. EEG will liaise directly with the relevant dedicated support area and ensure all communication is dealt with appropriately.

General Conditions

In the event of cancellation, delay, diversion or termination of any of the routes, EEG shall not be liable and will not accept claims for direct or indirect losses, damages, cost or inconvenience that you suffer as a result.

Smoking and vaping is strictly forbidden on all partner EEG bus routes. Students must adhere to the student code of conduct when travelling on all partner EEG buses. In addition any behaviour that causes damage to the vehicle or inconvenience or danger to the driver or another student(s) will be subject to the EEG Disciplinary procedure, and may also result in the withdrawal of the bus ticket.

When travelling students must;

- a) not speak to the driver whilst the bus is in motion, stand forward of the cab area, obstruct the driver's vision or otherwise cause the driver to be distracted while driving, except in an emergency or for reasons of safety;
- b) not stand on the upper deck or any step leading to the upper deck of any double deck vehicle while it is in motion (except for the purposes of getting on or off the vehicle whilst stationary)
- c) comply with all reasonable instructions given by the driver;
- d) comply with all notices and legal signage displayed on the vehicle;
- e) not obstruct the vehicle entrance next to the driver, gangways, or any part of the vehicle where standing is not allowed
- f) not lean out of the vehicle;
- g) not deliberately damage or deface any part of the vehicle;
- h) not take part in any form of criminal activity while on the vehicle;
- i) not consume any type of alcohol and illegal substances while on the vehicle;
- j) not carry or consume any items of food or drink which in the opinion of the driver may make other students' journeys unpleasant or otherwise cause offence, or which is likely to cause a spillage of any food or drink inside the vehicle
- k) not leave rubbish or discarded items on the vehicle;
- l) not wear roller skates, roller blades or unsuitable footwear, or use scooters, electric scooters or skateboards on the vehicle.
- m) not use the emergency exits, except in a genuine emergency or where instructed to do so by the driver.
- n) not play loud music

Getting on and off a dedicated EEG bus

Students may only get on a dedicated EEG bus at designated bus stops or stopping points on the specific route on which travel is taking place.

Students should indicate clearly to the driver of an approaching bus if you wish to get on the bus. Students must be at a bus stop and give such indication in sufficient time to enable the driver to stop safely. In all other circumstances EEG accepts no responsibility if the driver does not stop.

Fares and Tickets

Students must ensure they are in possession of a valid ticket or other authority to travel on a dedicated EEG partner bus. Students must scan their valid ticket when boarding the vehicle.

Students who have purchased a three day ticket pass must book the days they will be using the service up until the end of the term, to guarantee a space on the bus for that term.

Tickets are not transferable to use on other EEG partner dedicated bus routes but can be used to obtain travel on the partner bus provider commercial routes, that operate your journey outside the timetabled service. Unless specific circumstances have been agreed in writing.

Tickets for dedicated EEG bus routes, are only available to purchase termly. A student termly ticket will guarantee a space on the bus for that term. Payments must be made via our partner bus provider websites.

The cost of a termly ticket for a space on a dedicated EEG partner bus provider route will be reviewed termly and may change depending on route viability.

A part payment scheme for a termly ticket will be available via the partner Bus provider website from Late August 2025. Please note, if the second instalment is not received there will be no authority for the student to travel for the remainder of the term.

Depending on your age, and household income, you may be eligible to access financial support through bursary funds. To check the eligibility criteria, and to submit an application, please visit the college websites. Funds are limited and will be awarded based on a first-come, first-served basis so we encourage you to apply as soon as possible.

Payments for college bus passes are non-refundable once issued. Refunds will only be considered in exceptional circumstances, such as a student permanently withdrawing from the college or experiencing serious medical issues that prevent continued travel. All refund requests must be submitted in writing, accompanied by appropriate supporting evidence, and will be assessed on a case-by-case basis at the discretion of the college. The college reserves the right to decline any request that does not meet these criteria.

GDPR

Personal data processed as part of transport operations (including ticket use and complaints) is handled in accordance with EEG's Data Protection Policy and UK GDPR.