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bus vannin

STANDARD CONDITIONS OF CARRIAGE AND PASSENGER REGULATIONS

(Includes references to The Public Passenger Vehicles (Conduct of Passengers) Regulations 2002 concerning the conduct of passengers travelling, or intending to travel, by bus including minibus services).

1. Introduction

These Conditions of Carriage set out your rights and obligations as a passenger of **bus vannin**. By travelling on our services, you, as a passenger, agree to these Conditions of Carriage.

The Department of Infrastructure’s **bus vannin** (‘the division’) is the public transport operator within the Transport Services Division reporting into the Department of Infrastructure. The division is based at Transport Headquarters, Banks Circus, Douglas IM1 5PT.

Provision of scheduled services


bus vannin will use all reasonable endeavours to maintain the services as per the published timetables, or agreed pick up time in the case of Connect minibus services, but we reserve the right to alter, withdraw or suspend services without notice. Accordingly, the division will not be liable for any loss or inconvenience arising from the cancellation or change of any service, however, we will work with all agencies to reduce the impact of seasonal traffic congestion, road works and severe weather conditions. Unfortunately, we cannot guarantee passengers a seat on every bus journey or that you will be able to get on a bus that is full to its legal capacity.

All pre-booked journeys on Connect minibus services will guarantee a seat on board the minibuses.

2. Conduct of passengers

We are here to provide the best service possible but in doing so we will not tolerate abusive or aggressive behaviour from our customers. We reserve the right to refuse travel for reasons of improper conduct or breaches of health and safety or Transport Regulation. Should an event occur that is not covered by the Conditions of Carriage and relevant legislation then the driver or division official will decide on an appropriate course of action.

A passenger must have a valid pass, permit, Go card or ticket to travel. No ticket, pass or permit must be used that has expired, been defaced, copied, stolen, illegally used or altered.


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2a. Passenger's code of conduct:

- All bus stops are request stops. Signal the bus to stop. As the bus approaches, check the route service number and destination displayed on the front of the bus. Raise your arm as a clear signal to the driver that you want the bus to stop. At night, please use a torch or illuminated phone as a signal to the driver.
- Having your pass, permit or the correct fare ready will help reduce delays when getting on the bus.
- Passengers should show full consideration for the safety and comfort of others, follow any instructions given to you by our staff and observe all relevant notices in vehicles.
- Passengers wishing to alight should ring the bell in sufficient time and remain seated in their seat until the bus has stopped. If you are unsure where your bus stops is ask the driver for help when you get on the bus.
- Passengers should not leave rubbish or discarded items on the bus.
- Passengers should produce a valid ticket, card, permit or pass when required by a division official.
- Passengers should pay the fare for the journey undertaken. No passenger shall disembark the vehicle without having paid their fare.
- Passengers should have due regard at all times for the needs of our elderly, pregnant, young and disabled customers and, in particular, vacate seats and spaces designed for the elderly and disabled when requested.
- Passengers should advise the driver immediately if they sustain an injury travelling on one of our buses.

2b. Passengers shall not:

- Use obscene or offensive language or conduct themselves in a disorderly or threatening manner.
- Be intoxicated with or appear to be under the influence of alcohol, drugs or solvents and behave inappropriately towards customers and / or staff.
- Intend to travel where the person or clothing is filthy or may cause offence.
- Travel on the upper deck of a bus unless they occupy a seat.
- Block any emergency exits or obstruct aisles or stairways.
- Distract the driver or obstruct his / her vision when the bus is in motion, except in an emergency or for another good reason.
- Wilfully damage, defile or soil any part of the bus.
- Throw or dangle anything out of any window.
- Use or operate any noisy instrument or musical device to make excessive noise which may cause annoyance to other passengers.


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- Carry combustible items, corrosive substances and hazardous materials, including petrol containers.
- Hand out any printed material on the bus unless prior permission has been granted from the Head of Operations at bus vannin.
- Smoke either conventional or alternatives such as vapes. A maximum fine of £5000 for smoking on a bus can be applied under the relevant regulations.
- Take part in any activity that is unlawful and / or carry illegal items on the bus. Carry any type of gun, firearm or knife.
- Consume food and drink including alcohol, which could make other passengers' journeys unpleasant or otherwise cause offence.
- Wear unsuitable footwear such as rollerblades, skates or excessively high heels.
- Allow small children to be unsupervised at any point when boarding or alighting. Small children should sit in a window seat.
- Place any footwear / feet on the seats.

Any person contravening these regulations and any other statutory regulations may be removed from the vehicle by the driver or division official. We may cancel a ticket, card or pass without refund and involve other agencies to improve the comfort, safety and wellbeing of our staff and customers.

3. General fares and ticketing

- *bus vannin's* cash fares, contactless fares, concessionary fares, season tickets, Go cards and special discounts are approved by the Isle of Man Government.
- Fares are charged in accordance with our fare tables.
- We do not accept payment by cheque or £50.00 notes on our buses.
- Passenger change / redemption voucher: whilst we will aim always to have sufficient change available we may not be able to change high value bank notes. A credit voucher will be issued by the driver for the change. The balance value of the voucher can be reclaimed from the Welcome Centre, Sea Terminal, Douglas (Banks Circus), Ramsey Bus Station or Port Erin Bus Station. The voucher should be exchanged within one week of issue.
- If a passenger is unable to pay for their intended journey, the driver will at his / her discretion allow the passenger to travel and obtain details such as a name and address. Some supporting personal identification may be required. The division will send a demand for the fare and an administration cost, to be paid within 21 days.
- Passengers paying cash or with contactless must ensure that they obtain a ticket for their journey from the driver or division official.

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- Passengers must retain their ticket throughout the journey for possible inspection by a division official. Cash tickets are not transferable.
- Passengers boarding between fare / zone stages will be charged from the previous stage point and alighting passengers will be charged to the next succeeding stage point.
- Passengers over-riding beyond the stop to which they have bought a ticket will be charged an excess fare, which will be the equivalent of a new ticket from their original destination to their final destination.
- Up to two children under five years of age accompanied by an adult passenger will be carried free of charge, providing they do not occupy a seat at busy times. Adult passenger includes Go College (SCH 3) cardholders.
- School parties. We have no obligation to accommodate large school or nursery groups. Organisers of pre-planned trips (maximum 20 on large buses, including leaders) should check with *bus vannin* (01624 697400) before travelling. Scheduled bus services cater for the average public demand and on some services; saloons and minibuses operate with smaller capacities.
- It is the responsibility of the passenger claiming the child fare to produce evidence of age.

3a. Paying with Contactless:

- Customers can use their contactless-enabled credit or debit Europay, Mastercard or Visa cards on the quick scan reader for sums not exceeding their cards transaction limit, as well as through Apple Pay and Android Pay using mobile devices.
- When using contactless, generally, money will come out of your account within 24 hours.
- If you are unfortunate enough for an error to occur when using contactless, the driver will cancel the transaction, but the driver is only able to credit money back to your card if the transaction is cancelled within 45 seconds. If you need a refund please call 01624 697400 or email publictransport@gov.im and our customer service team will investigate and authorise a refund where applicable.
- Customers can view all their own contactless transactions by clicking on this link: <https://mytrips.uk.littlepay.com/isle-of-man>

3b. Concessions for Go Silver Cards:

- Free travel on all *bus vannin* and ConnectVILLAGES services on public holidays, bank holidays and weekends.

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- Concessionary fare travel on bus services before 9am Mondays to Fridays and from 4pm to 5.30pm on weekdays.
- Free travel on bus services from 9am to 4pm and after 5.30pm on weekdays.
- Half fare on the Night Owl / Hullad Oie and ConnectPORTS services.

3c. Concessions for Go Gold Cards:


- Free travel on all *bus vannin* and ConnectVILLAGES services on public holidays, bank holidays and weekends.
- Free travel on all *bus vannin* and ConnectVILLAGES services after 9am on weekdays.
- Half fare travel on all *bus vannin* and ConnectVILLAGES services before 9am Mondays to Fridays.
- Free travel for carer under the same terms at the card holder if travel card is endorsed (+1 carer).
- Full fare on Night Owl / Hullad Oie and ConnectPORTS services.

3d. Concessions for Go Gold Plus Cards:

- Free travel on all buses and ConnectVILLAGES
- Half fare on ConnectPORTS services

3e. Travelling with a Smart Card: Go Card

- These terms and conditions apply to the issue and use of Go cards. Go cards can be issued from any Isle of Man Transport outlet and well as the Welcome Centre. All details can be found on: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/>
- *bus vannin* reserves the right to amend these terms and conditions periodically and to post any amendments in our Conditions of Carriage and also on our website: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/>
- A Go card is a travel smartcard introduced by IoM Transport in 2015. It enables the loading of electronic travel products on to it. Full information on all products can be found on our website. Current cards are:
 - Go School for obtaining the concessionary school bus fares.
 - Go College for obtaining the concessionary bus fares.

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- Go Explore for unlimited travel on scheduled bus and rail services for 1, 3, 5 or 7 days.
- Go Explore Heritage for unlimited travel on scheduled bus and rail services and admission to Manx National Heritage sites for 5 days.
- Go Saver cards for unlimited bus travel for 1, 3, 5 or 7 days depending on the period purchased.
- Go Places cards for multiples of 6 journeys, purchased in advance, on any fare band, providing discounts of 18-22% on full fares.
- Go Platinum Bus provides unlimited bus travel on all *bus vannin* services for one year.
- Go Platinum Reserve provides unlimited bus and rail travel plus admission to all Manx National Heritage sites for one year.

A standard Go card costs £2 to purchase to cover its production and activation fee. A photograph-bearing Go card costs up to £10 to cover its administration and activation fee.

Credit or products must be added to your Go card in advance of using it to travel.

Go cards bearing a photograph can be used only by the card holder and they are not transferable.

Customers using Go cards should take their card out of any wallet or purse to use it and the card must connect with the electronic ticket machine to be scanned.


Improper use of a Go card will result in its withdrawal.

Defective cards that no longer function properly due to normal wear and tear will be replaced free of charge.

No refunds will be issued for lost or part expired products except in respect of registered Go School cards. Unwanted credit remaining on Go School cards at the end of the school year can be refunded at our card issuing stations in Douglas, Ramsey and Port Erin. The activation charge is not refundable.


Faulty cards. A small percentage of Go cards may be faulty and not recognised by the electronic ticket readers on *bus vannin* services. Standard fares will have to be paid while the card is replaced, full details on our website: www.bus.im/gocards

- When a Go card is faulty and the fault is not because of an action or failure by the holder, *bus vannin* will replace it free of charge and will endeavour to replace any unused products. If you have to pay cash for a non-discounted fare due to a faulty card, you will need to retain your tickets to be considered for a refund up to a maximum of

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three days' travel. Faulty cards and tickets for any full fare journeys made need to be returned to the Welcome Centre before a replacement card can be issued free of charge.


- All applications for refunds and / or replacements should be made in person to the Welcome Centre in the Sea Terminal, Douglas. We may ask for personal identification.
- Where a Go card malfunctions, is physically damaged or defaced and **bus vannin** believes it has been misused or the registered holder has failed to take care of it, we reserve the right to charge for its replacement. We will transfer any outstanding credit to your replacement card if we are able to establish the amount remaining on the damaged or malfunctioning card.
- Stolen cards should be reported to the police; you may be asked to provide a police incident number when reporting them stolen. We 'hotlist' or deactivate cards reported lost or stolen. No refunds will be made on hot-listed cards but any credit remaining on a hot-listed card can be transferred to a replacement card that is purchased.
- If a Go card is inactive for 12-15 months the card will automatically be cancelled. Once cancelled, a card cannot be re-activated. Time limit varies according to card type. Standard Go cards – 12 months; Go Explore / Go Explore Heritage cards – 15 months. Go Places cards have no expiry date.
- By applying for a Go card you agree to be bound by these terms and conditions and agree to be bound by and adhere to our Conditions of Carriage.
- Annual and Go Silver / Go Gold cards: **bus vannin** reserves the right to charge an administration fee of £10 for the reissue of a photograph-bearing Go card, if your card is lost or stolen. That fee may be waived, at the discretion of **bus vannin**, if the card is stolen and a crime reference number is provided.
- **bus vannin** will not charge an administration fee if your Go card is faulty unless as a result of misuse, the card appears to have been tampered with so as to make it electronically or visually unreadable.
- Any remaining balance or time on an annual Go card may be transferred to a replacement card. No cash refunds will be made.
- You must notify **bus vannin** of any change of name or address or other contact details provided on the application form by either updating the details using your online customer account or by writing to **bus vannin** at the address set out in clause 1 above. Failure to notify **bus vannin** could result in us being unable to replace or to return your card if it is lost or stolen, or to refund any outstanding credit owed to you under these terms and conditions.
- The Go card scheme may be withdrawn at any time at **bus vannin** sole discretion. The customer will be entitled to a full refund of the remaining value on the Go card and no administration fee will apply where the scheme is withdrawn by **bus vannin**.

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- You may only travel with your Go card if you present your card at time of travel. You must ensure you are eligible to use the Go card you present.
- You must have your Go card available for inspection when travelling at any time. If you are not able to present your card at the time of travel you will be required to pay the standard fare for your journey even if you have credit available on your card. No reimbursements will be made for fares paid when the Go card was not presented.
- Touch in with a Go card on the electronic card reader when you start your journey.
- You must ensure there is sufficient payment on your card before you travel.
- Other top-ups can be made online or in person at main card issuing stations. Further details including opening times can be found on our website.
- *bus vannin* reserves the right to refuse to issue a refund for top-up transactions made in error. To request a refund please attend the Welcome Centre. Please allow up to 14 days for a refund to be received. Your Go card will be returned once the refund has been made. If you cannot be without a Go card during this time, a replacement should be ordered, for which the appropriate admin / activation fee will need to be paid.
- The Go card may be withdrawn or cancelled (hot-listed) if the holder fails to comply with these terms and conditions or if *bus vannin* believes the Go card has been altered, tampered with or misused. No refunds will be payable in the event of fraudulent or other misuse.
- For more information on Go Cards please visit: www.bus.im/gocards

4. Carriage of wheelchairs and folding pushchairs

- We welcome passengers in standard sized wheelchairs, provided these can be safely used and secured on the bus being boarded.
- We are unable to carry mobility scooters because of their inconsistent manoeuvrability, irregular sizes, appropriate restraints and the problem of severe boarding and alighting gradients on a number of our routes.
- We welcome passengers with pushchairs on our buses, however, the allocated wheelchair space on the bus is primarily for users of wheelchairs. One occupied wheelchair may be carried on each bus with one occupied pushchair.
- If the wheelchair area is not occupied then two pushchairs can be carried. Carriage of these items is subject at all times to enough space being available and at the discretion of the driver.
- All pushchairs must be securely positioned so that they are stable, do not cause an obstruction or hazard to other customers and must not be left unattended.
- Passengers are asked to give up the dedicated space for wheelchairs if required. Wheelchair passengers do not have the option of folding up their wheelchair, therefore,

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passengers should co-operate in allowing proper use of the pen space by vacating it if necessary in favour of a wheelchair.

- In some cases, our ability to carry a wheelchair may be affected by not being able to lower the ramp in areas without a suitable pedestrian pavement.
- It is the driver's judgment to decide if there is sufficient space available on the bus and his / her decision is final.
- Passengers travelling on any of the **bus vannin** Connect minibus services must inform staff at the time of booking or by at least 4pm the day prior to travel if using a wheelchair or push chair.
- Vehicles used on **bus vannin** Connect minibus services are normally fitted with seatbelts. These belts are adjustable to cater for smaller children, but infant belts are not fitted. Parents are welcome to bring booster seats if they wish to.

5. Travelling with luggage

- All items of luggage will be carried free of charge if it does not occupy a seat. We will only permit customers to carry luggage on our vehicles where it is safe to do so and at the driver's discretion.
- We do not carry unaccompanied luggage or parcels.
- There may be occasions where items of luggage are refused carriage on our services. If the luggage is excessive, large (over 20Kg) or of an awkward size and it means it cannot be carried upon our vehicle in a safe manner, the driver has the right to refuse such luggage.
- Newly purchased paint may be carried in a sealed container, preferably with can clips, within appropriate bags and placed on the floor of the bus when in transit.
- Fixed frame bicycles are not permitted on our buses.
- Folding bicycles will be carried providing they are safely and securely stowed in the designated luggage area if space is available. Bicycles likely to soil or damage the vehicle interior must be stowed in a carrier designed for the purpose. (Children's micro scooters can be carried if they are safely secured).
- Luggage is carried at the owner's risk. We cannot be held liable for any loss, damage or inconvenience if you are unable to travel with us because of any restriction.
- Passengers travelling on any of the **bus vannin** Connect minibus services must inform staff at the time of booking or at least 24 hours prior to travel if they plan to take excessive luggage.


6. Travelling with dogs and other pets

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- We welcome guide dogs and assistance dogs on our buses free of charge. A maximum of two leashed dogs are normally allowed on the lower deck of a bus at any time. Dog fares for non-assistance dogs will be as per the fare table, currently 30p per journey.
- Other small animals are welcome at the discretion of our drivers and, if they are permitted on board, they must be in a basket or pet carrier, well behaved and present no danger or nuisance to other passengers. Animals are not permitted to travel on seats although they can sit on a passenger's lap.
- We reserve the right to ask you to leave the vehicle with your animal at any time if the driver feels that the animal in question is a danger or nuisance to the passengers.

7. Travelling on ConnectPORTS and ConnectVILLAGES

- *bus vannin* aims to offer a door-to-door service but on some occasions, it may be requested that the passenger is picked up from a more accessible or suitable meeting point.
- All endeavours will be made to pick up passengers at the agreed time, however connect services work on an approximate 10 minute window either side of the agreed pick up time. This means passengers must be ready 10 minutes prior to agreed pick up time or maybe required to wait 10 minutes after the agreed time. Pick up time is confirmed via text.
- Passengers must be ready and waiting at the roadside.
- Connect minibus drivers will assist with luggage whenever possible, but if you cannot lift your suitcase into the vehicle, you must not assume that the driver will be able to.
- *bus vannin* will not be held responsible for any delays to the service that may result in a missed flight, sailing or appointment.
- ConnectPORTS will wait for a maximum of 25 minutes after the recorded arrival time of the flight or boat. If passengers take longer than this, it is requested that airport / sea terminal staff are informed, in order that the driver can be made aware.
- It is the responsibility of the passenger to ensure that *bus vannin* has been given accurate information on the pickup address, number of passengers and any other special services. If any of this information is not accurate *bus vannin* reserves the right to refuse travel or cancel a booking.
- No Show. *bus vannin* reserves the right to refuse bookings made by customers who have failed to travel on previously booked occasions. The decision of *bus vannin* managers in such cases is final, and no correspondence will be entered into on the subject.

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8. Lost Property

- Any property found on a bus must be handed to the driver. To reclaim lost property please call +44 1624 662525 and state which service the item was left on and provide a full description of the lost property. Alternatively you can email the details to publictransport@gov.im. Further information can be found in the relevant information section on our website.

9. Miscellaneous

- The division reserves the right to operate CCTV cameras on its buses to monitor the conduct of passengers. By using our services you consent to any CCTV images of your journey being provided to any enforcement agency at the request of the agency.
- To avoid any unnecessary distress, we support the need for mothers to breast feed on our buses.
- Personal portable oxygen units can be carried on board our buses. All manufacturers' instructions must be followed; the unit must be carried in an approved case or backpack and the unit must be inspected for any leaks before you travel. Passengers with such items should travel on the lower deck of a double decker bus.
- Force Majeure: the division will be relieved of any liability to you for any loss or damage if such loss or damage is due to:
 - you doing something or not doing something you should have done when on our buses
 - a strike, lock-out, stoppage or industrial dispute, the consequence of which meant we were not able to provide the services expected
 - any other event which we were unable to avoid or prevent by the exercise of reasonable diligence.
- All commendations, enquiries, suggestions or complaints should be addressed to Customer Services, *bus vannin*, Transport Headquarters, Banks Circus Douglas IM1 5PT or via email to publictransport@gov.im.