



## **SUFFOLK NORSE LTD**

### **Conditions of Carriage on Local Bus Services**

Suffolk Norse values your custom, and we will endeavour to ensure all passengers travel safely and in comfort, on a clean, reliable, punctual service. Our staff will treat passengers with respect and courtesy and we expect passengers to treat our staff in the same way. The company will press for the strongest penalties against those passengers who abuse or threaten our staff.

This document contains the Conditions under which we carry passengers and applies to anyone who travels with us on our vehicles. These conditions are consistent with the relevant Statutory Regulations, including those concerning the conduct of passengers and lost property, and do not affect your statutory rights.

We aim to provide a safe, reliable and punctual service, but there may be times when we are unable to operate as advertised due to circumstances beyond our control; for example road works, diversions, traffic congestion, vehicle breakdowns, major events and other unforeseen circumstances. We will take reasonable steps to advise passengers of any disruption to our services, but we shall not be liable for losses, damages, cost or any inconvenience that passengers may suffer in the event of any cancellation, delay, diversion or any other event affecting our services.

#### **Conduct of Passengers**

We reserve the right to refuse entry to any person, or to require any person to leave our vehicles at any time if we have reason to believe that their behaviour may jeopardize the safety, security and wellbeing of others. When travelling on our vehicles passengers must not:

- smoke or consume alcohol
- behave in a manner that is threatening or abusive, or in a manner that may cause offence for other customers and our staff
- eat or drink items that may make the environment unpleasant for other customers
- play loud music or operate personal music players at a volume that may be heard by other passengers/customers
- leave rubbish or discarded items on the bus
- wear soiled clothes or carry soiled items which might stain the seats etc.
- talk to the driver whilst the bus is in motion, obstruct the driver's vision or otherwise distract the driver; except in an emergency
- distribute leaflets, papers or other articles, offer anything for sale, or collect for charity
- interfere with or deliberately damage or deface any equipment or part of the vehicle

Any passenger who sustains an injury whilst boarding, travelling on, or alighting from one of our vehicles must notify a member of staff immediately.

Some of our vehicles are fitted with CCTV to provide added security for our customers and staff. Any recordings made are used solely for the monitoring of safety, security, service quality and in support of any criminal or civil proceedings. Images of passengers may be provided to the police or any other relevant enforcement agency on request.

### **Getting on and off the Bus**

- passengers must not attempt to get on or off a bus which has stopped anywhere other than at a designated bus stop (e.g. road works, traffic lights etc.)
- passengers must not use the emergency exits except in a genuine emergency
- passengers wishing to alight from the bus at a designated bus stop, should ring the stop bell, once in good time to alert the driver.

### **Wheelchairs, Baby Buggies, Luggage & Bicycles**

The majority of our vehicles are capable of carrying one wheelchair. Not all vehicles used are low floor vehicles but all vehicle comply with the current regulations. Drivers are trained to assist passengers in wheelchairs and will assist passengers who use a wheelchair. Motorised scooters cannot be carried. We will, subject to space, carry unfolded baby buggies, but these should not block the aisle at any time. In busy periods you may be asked to fold them down and place them in the luggage rack. Please note that there may be occasions when we are unable to operate a low floor vehicle for operational reasons.

Reasonable items of luggage may be carried subject to the availability of space. Hazardous materials such as fuel, car batteries etc. cannot be conveyed. Folding bicycles may be carried subject to space being available.

### **Animals (other than assistance dogs)**

Well behaved dogs or small animals which will not be a nuisance or danger to other passengers/customers may be carried on our vehicles, but should not be allowed onto the seats. The driver or any other Company Official may ask you to remove your dog or animal if they are causing a problem on the vehicle.

### **Fares & Tickets**

Whenever passengers board a bus they must either:

- show the driver a valid prepaid ticket, pass or concessionary card, which the driver will check, to confirm validity for the journey to be made.
- or
- pay the fare to the driver for the journey intended to be made.

Where passengers make payment to the driver they should ensure that they are given a new ticket which corresponds to the amount paid and is valid for the entire journey. Passengers must retain their ticket at all times for the entire journey, ready for inspection on demand by a Company Official. If any passenger is unable to produce a valid ticket for the journey being made, they may have to pay again for that journey.

### **Concessionary Travel Scheme**

Concessionary travel schemes are operated by local authorities in England. Suffolk Norse participates in these schemes according to their terms, conditions and rules which may vary from time to time. We only accept English National Concessionary cards and there are time constraints on their use imposed by Local Authorities.

### **Lost Property**

We will do our best to locate any property left on our buses and return it to its rightful owner.

If lost property is not claimed within a month, we will become the owner of such property and will dispose of it appropriately. Perishable lost property (eg food, plants etc) will be disposed of within 48 hours. Please see contact details below if you wish to make an enquiry regarding lost property.

### **Jurisdiction**

The governing law for these conditions shall be the laws of England.

### **Complaints Procedure**

We handle complaints with tact and consideration and, where we have failed, will offer a sincere, speedy response together with a genuine commitment to avoiding a repetition. You can contact us by letter, telephone or email.

### **Contact Details:**

Suffolk Norse Ltd  
Phoenix House  
3 Goddard Road  
Ipswich  
IP1 5NP

Tel: 01473 341500

Fax: 01473 747530

Email: [enquiries@suffolknorse.co.uk](mailto:enquiries@suffolknorse.co.uk)

Web: [www.suffolknorse.co.uk](http://www.suffolknorse.co.uk)