

Student Transport - Bus Pass – 2026/2027

These terms explain your rights and responsibilities when you buy a Callywith College bus pass. Please read in conjunction with the Terms and Conditions of Purchase.

Who these terms apply to

These terms apply when a student (or their parent/carer where applicable) buys a college bus pass for travel to and from Callywith College.

Buying a bus pass

Bus passes are bought through the RideTandem app. When you complete a purchase, you agree to these terms. Passes are limited for each route and are sold on a first come, first served basis.

Bursaries and discounts

If you have applied for and been awarded a bursary, your transport discount will be applied automatically once your bursary band has been confirmed. You must wait until your bursary application has been approved before buying a pass.

Using your pass

Your bus pass is valid only for the route purchased and for the academic year shown. A seat is not guaranteed on services where standing passengers are legally permitted and capacity allows.

Refunds

Bus passes are non-refundable once purchased. This includes situations where a student changes course, timetable, no longer needs transport, withdraws from college, or chooses not to use the bus pass. This does not affect your statutory consumer rights if the College is unable to provide the transport service as described.

Transfers

In some cases, and where a waiting list exists, a bus pass may be transferred to another student with the College's approval.

Changes to services

Routes and timetables are planned in good faith but may be subject to change due to factors outside the College's control, including adverse weather, roadworks, traffic congestion, accidents, vehicle breakdowns, staff shortages, emergency incidents, or directions from highways authorities. Temporary changes, service disruptions, delays, or alterations to pick-up and drop-off times do not normally entitle the passenger to a refund, compensation, or alternative transport.

Delays and Compensation

While every effort is made to operate services in accordance with published timetables, journey times cannot be guaranteed. Delays may occur due to circumstances beyond the control of the College or the transport operator.

The College does not operate a compensation scheme for delayed services. The purchase of a bus pass does not guarantee arrival at the College or home by a specific time. Except where required by law, the College will not be liable for losses, costs, missed appointments, missed lessons, or other consequences arising from delays to transport services.

Any complaint relating to a transport delay should be raised directly with the transport operator in the first instance. Nothing in these terms affects any rights that a passenger may have under applicable consumer protection legislation.

Behaviour and safety

Students must behave safely and responsibly while using college transport. The College may withdraw transport access if behaviour puts safety at risk. Refunds will not be given in these cases.

Governing law

These terms are governed by the laws of England and Wales