

School services - Terms and Conditions of travel

- We accept cash, contactless and app-based payments on all 600 and 800-series school services.
- All students who travel on our school services require either a valid pass or means of payment to travel, for both AM and PM journeys.
- M-tickets purchased to use via our app must be live tickets, noting that data is required to use these tickets.
- We do not accept pictures of passes or screenshots of M-tickets – Passes or live M-tickets must be shown. It is the student's responsibility to ensure that they have data and can produce a valid pass. **No pass or ability to pay will result in refusal of travel.**
- Temporary passes will only be accepted if they are from the local authority or school and are dated – The driver will retain any passes, temporary or otherwise, which are not dated or are invalid.
- The driver has the right to retain any pass they feel is being misused or is invalid and has the right to refuse travel.
- We expect all students to behave in a responsible manner. The driver has the right to refuse travel if they feel a student is being abusive or aggressive and may cause harm to the driver or other students. In the event that a student is refused travel, a report will be given to our operations team who will contact the school and local authority. In extreme cases of vandalism or continual misconduct, a student maybe banned from using our services.
- We record CCTV images / sound and will release footage to schools and local authorities for legitimate requests, to identify those responsible for damage / poor behaviour etc.

Should you require any further information please contact our customer service team: 02920 442040 or info@adventuretravel.cymru