



TICKETING REFUND POLICY

To surrender a termly or annual ticket, you must return the original ticket to us at Stephensons of Essex, Waltham Road, BOREHAM, CM3 3AW. We would recommend that you use some form of tracked postal service.

We cannot offer refunds on lost tickets (these may be covered by your household contents insurance) or on duplicate tickets.

Refunds are calculated from the date we receive the returned ticket.

ALL refunds are subject to an administration fee of

1. £20 for term tickets,
2. £35 for annual tickets.

The amount of refund you will be entitled to depend upon the type of ticket and method of payment.

TERM TICKETS

A ticket that has been purchased for either the autumn or spring term:

Tickets that are surrendered before the relevant term starts will be refunded in full.

For tickets that are surrendered part way through the term, we will calculate the number of days that it would have been available for use, multiplied by the relevant daily cash fare charged on the bus, and will refund the difference.

Passes surrendered near to the end of the term may have no refund value.

Worked example:

You paid us £409 for a full term ticket. You surrender it three weeks after the start of term. It would have been available for 15 days, times the daily fare for the journey of £5.50, which comes to £82.50. We add the admin fee of £20 and your refund is £306.50 (£409.00 less £102.50).

Passes purchased for the summer term have no refund value unless surrendered before the summer term starts.

ANNUAL TICKETS - PURCHASED BY DIRECT DEBIT

Whilst we do not offer refunds on annual passes purchased by direct debit, the Direct Debit guarantee means that you have the right to cancel your direct debit instruction with your bank or building **society** at any time. Written confirmation may be required.

Once Stephensons receives notification of this cancellation the bus pass will be hot-listed and will no longer be valid for travel.

Any subsequent journeys will be subject to the relevant daily cash fare, if available.

Once you have cancelled your instruction please return any travel passes to Stephensons of Essex, Waltham Road, BOREHAM, CM3 3AW.

ANNUAL TICKETS - PURCHASED IN ADVANCE WITH A SINGLE PAYMENT

If surrendered prior to December 31st, we will refund the spring and summer term amounts.

If surrendered between the 1st January and the 31st March we will refund the summer term amount.

A ticket surrendered after the summer term has started will have no refund value.



ANNUAL TICKETS FOR CLOSED DOOR SERVICES TO GREAT BADDOW HIGH SCHOOL - PURCHASED IN ADVANCE WITH A SINGLE PAYMENT

For closed door services to Great Baddow High School the following assumed daily rates will apply:

Zone C, £4.25 per day,

Zone B £4.00 per day,

Zone A £3.90 per day.

For tickets that are surrendered part way through the academic year, we will calculate the number of days that it would have been available for use, multiplied by the relevant assumed daily cash rate, and will refund the difference less the £35 annual ticket cancellation fee.

A ticket surrendered after the summer term has started will have no refund value.

ANNUAL TICKETS FOR CLOSED DOOR SERVICES TO GREAT BADDOW HIGH SCHOOL - PURCHASED BY DIRECT DEBIT

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Once Stephensons receives notification of this cancellation the bus pass will be hot-listed and will no longer be valid for travel.

Once you have cancelled your instruction please return any travel passes to Stephensons of Essex, Waltham Road, BOREHAM, CM3 3AW

UNPAID DIRECT DEBITS

Stephensons of Essex reserve the right to apply an administration fee of £20.00 in the case that the customer's bank declines the collection of a direct debit.

If a payment is declined then transport using the pass will be suspended, and the card will be hot-listed on our systems.

Transport will not be reinstated until any arrears in the Direct Debit schedule has been collected by us and the administration fee paid.

No refunds will be made in respect of journeys undertaken for which you may have had to pay a daily cash fare for during the suspension of the pass.

If paying by Direct Debit, please note that Stephensons of Essex Ltd has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Ltd (www.eazycollect.co.uk) to collect your payments. Stephensons of Essex will be shown on your bank statement for these direct debit payments.

In the event of buses being unable to operate due to adverse weather, we regret that refunds will not be made on season tickets. Likewise, we do not make refunds for casual non-pupil days or other reasons when schools may shut temporarily.

No refunds will be made in circumstances when a student's conduct has resulted in a transport ban from our services.

SMARTCASH

Smartcash, we regret we are unable to either refund any unused, stored cash values or remaining cash values on lost or damaged cards