

# **Wee County Bus Terms and Conditions**

1. All passengers are advised to wear the provided seatbelts.
2. All wheelchairs, mobility scooters, prams and buggies must be in good working order, brakes must be applied by the passenger while the bus is in motion.
3. Class 2 mobility scooters may travel on the bus, but users must transfer into a bus seat for the journey. Travel in a wheelchair is permitted.
4. All passengers must be at their designated pick up location on time. The driver will wait for a maximum of three minutes before the journey is recorded as a no-show.
5. Passengers who no longer need to travel must cancel their booking in advance. Users who fail to cancel, regularly cancel late or fail to turn up may be prevented from making future bookings.
6. The driver is only authorised to provide arm assistance onto the bus.
7. CCTV is in operation. Passengers who act aggressively towards the driver or other passengers will be asked to leave, and will be refused future travel. Passengers who wilfully damage the bus will also be refused future travel. These passengers will be reported to the police.
8. Smoking and vaping is not permitted on the bus.
9. No animals are permitted on the seats at any time. All animals must be on a lead or in a pet carrier on the floor. Badly behaved animals will be refused transport in the future. Only small domestic pets/assistance dogs will be accepted.
10. Any disabled passenger who requires assistance on the journey should make arrangements for a carer to accompany them. The driver cannot be responsible for supporting passengers who have additional support needs. This includes support to/from the bus.
11. The council and the operator cannot be held liable for any losses or costs incurred due to delays or cancellation of the bus, this includes but is not limited to breakdowns, late running, traffic delays or weather.
12. All journeys are on a first come first serve basis, we cannot guarantee any journeys. Journeys will be confirmed the day before travel.
13. We reserve the right to refuse any journey or ask you to alter your desired journey times.

14. The council reserves the right to change the eligibility criteria, operating area, times, days or number of journeys users may book at any time.