

Exeter College Subsidised Travel Scheme

Terms and Conditions

To be eligible to join the Exeter College Subsidised Travel Scheme you:

- Must be over 16 and under 19 on 1st September
- Be studying on a full time course
- Live over 3 miles from Exeter College

The online application form, photo capture and payment needs to be made via Wisepay by following the link to online payments at the bottom of the Exeter College website or by visiting www.exe-coll.ac.uk/pay

It is essential that you check which stops you will need your pass to run to and from. To plan your journey to college please see <http://traveline.info/>

The College only provides assistance for travel on public transport in the most cost-effective manner and will only provide you with one subsidised travel pass. The College will endeavour to provide you with your preferred form of travel but cannot guarantee you will get this. The College reserves the right to make appropriate travel arrangements so you arrive at College before morning classes and return after classes in the afternoon.

(Please note a designated bus service only operates two journeys a day – arrival at College for 9 o'clock and departure from College at 5 o'clock. There is no paper pass for these routes, the Exeter College Travel Team will text/email you when your application is approved and you will need to show your student ID to the bus driver).

****Exeter College will only issue one subsidised travel pass per student on one mode of travel. If you need to use more than one mode of travel to get to College it is your responsibility to purchase an additional pass****

Payment

The contribution that a student pays towards the cost of the subsidised travel pass is £580 per year. Annual passes are automatically renewed by the College each term and you will be contacted by text/email when the pass is ready for collection/despatch. You will need your student ID to collect your subsidised travel pass.

Alternatively you can select to make payment by instalments each term that are calculated on the price of the subsidised travel pass plus an administration fee of £30.00. The total cost of the subsidised travel pass if paid by instalments is £610 per year: Autumn £210, Spring £210 and Summer £190. You will be contacted by the College to advise when the renewal is due and must make payment via Wisepay. A subsidised travel pass can take up to 3-4 weeks to be processed so payment must be made in plenty of time for the start of the term. The subsidised travel pass will only be ordered by the College once payment is made and you will be contacted by text/email when the pass is ready for collection/despatch. You will need your student ID to collect your subsidised travel pass. (Please see additional notes on renewals below.)

****Please note the College will not order a subsidised travel pass unless a completed application including photo capture and payment is received. Applications must be completed on Wisepay and can take 3-4 weeks to be processed. You will be liable for your own travel costs until the travel pass arrives. Cheque payments are not acceptable for a travel pass****

Renewals

If you choose to pay by instalments per term it is the responsibility of the student and parent/guardian to ensure that travel is re-applied for each and every term. Travel renewal reminders are sent by **text message** to the current mobile number provided on the student's College record and by email to the students College email address, **no postal reminders are issued**. You are responsible for collecting your subsidised travel pass on or before the last day of term or the first day of the new term. You must present your student ID at the time of collection.

Ordering

A pass cannot be guaranteed in time for the start of the academic year unless the application and payment are made via Wisepay 4 weeks before the start of term.

****Late applications or passes ordered after the start of term can take up to 3-4 weeks to be printed, you are liable for your own travel costs whilst you are waiting****

Pass Collection

Once subsidised travel passes are produced they are sent to the College who will notify you by text/email that it is ready for collection. You must have your student ID to collect a subsidised travel pass. If the pass is incorrect when you collect it you must report this immediately.

****The College will only post passes at the start of the academic year, all renewal passes must be collected in person by presenting your student ID****

Changes

The College will arrange for a new pass to be ordered for you at no extra charge and the old pass must be handed back on collection. Any other changes to your form of travel can only be applied at start of each term and must be requested by contacting the Finance office, an administration charge of £50.00 applies to any other changes mid-term. It is important that you select the appropriate form and route of travel to avoid this charge being incurred.

Financial Support

If you or your family are on a low income you may be able to claim financial help towards the cost of your travel. For more information please contact the Exeter College Bursary Team on 01392 400526.

(If help is offered a discount is applied on Wisepay and you are responsible for selecting your choice of travel, uploading a photo and confirming payment via Wisepay for your subsidised travel pass even if you are receiving full support).

Refunds

The College policy does not allow any refunds on subsidised travel passes unless you have to withdraw due to ill health. The College will require medical evidence from your doctor and you must have officially withdrawn from the College.

Lost passes

If you lose your subsidised travel pass you will need to visit the Devon County Council website using the link shown below and follow the instructions provided: http://www.devon.gov.uk/index/learningschools/getting_to_school/school_transport/trans-replacing_your_pass

Exeter College, Finance Office, 1st Floor, Tower Building, Hele Road, Exeter EX4 4JS.