

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

For train, Dartline and Country bus, application and payment should be made by completing the Travel Application in the link provided in the Travel Application email.

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 will only provide you with one subsidised travel pass. If you need to use more than one mode of travel to get to College it is your responsibility to purchase an additional 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.

Payment for train, Dartline and Country bus

The contribution that a student pays towards the cost of the subsidised travel pass is £743.00 per year for train, Dartline and Country Bus. Annual bus passes are valid for the full academic year. Annual train passes are automatically renewed by the College each term and you will be contacted by text/email to confirm that the students Smartcard has been updated Alternatively you can pay by termly instalments 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 £773.00 per year: Autumn £282.50 Spring £282.50 and Summer £208.00. You will be contacted by the College to advise when the renewal is due and must make payment via the link provided. A subsidised travel pass can take 7 to 10 days 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. For train passes you will be contacted by text/email to confirm that the students Smartcard has been updated. For Dartline or Country Bus you will be contacted by text/email when the pass is ready for collection. You will need your student ID to collect your subsidised travel pass. Once your Smartcard has been received you must register your Smartcard with GWR prior to using it for the first time, information on how to do this will be supplied with your Smartcard. (Please see additional notes on renewals below.)

Please note the College will not order a train, Dartline or Country Bus subsidised travel pass unless a completed application (including photo upload, if required) and payment has been received.

This type of subsidised travel pass can take 7-10 days to be processed, you will be liable for your own travel costs until the travel pass arrives.

Payment for Stagecoach Termrider

If you are eligible for a Stagecoach Termrider pass you will be emailed a discount code to use on the Stagecoach website and must make payment direct to them. *If a Stagecoach Termrider is purchased you are subject to Stagecoach Terms and Conditions.

Renewals

If you choose to pay by termly instalments 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.** Once payment for the relevant Term has been received (terms 2 & 3) the students Smartcard (Train) will be updated automatically.

Ordering

A pass cannot be guaranteed in time for the start of the academic year unless the application and payment are made 2 weeks before the start of term. Late applications or passes ordered after the start of term can take up to 2 weeks to be processed, you are liable for your own travel costs whilst you are waiting.

Pass Collection

Dartline or Country Bus

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.

Train

Once your subsidised travel Smartcard has been produced they are sent to the College who will notify you by text/email that it is ready for collection (1st Purchase only). You must have your student ID to collect a subsidised travel pass.

For any future purchase the Smartcard you have will be updated automatically if you have purchased an Annual ticket or for termly payments the Smartcard will only be updated once payment has been received via the college travel scheme payment system (updates can take up to 5 days to be updated) If the pass is incorrect when you collect it you must report this immediately.

All passes must be collected in person by presenting your student ID.

Changes

If you need to amend your journey details, for example you are moving house, the College can arrange for a new pass to be ordered for you at no extra charge. Your 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 or email bursary@exe-coll.ac.uk. If you intend to apply for financial help this application must be approved before you apply for a travel pass. (If help is offered a discount is applied and you are responsible for selecting your choice of travel, uploading a photo (if required) and confirming payment for your subsidised travel pass even if you are receiving full support).

Refunds

The College can only refund subsidised pass for Dartline and Country Bus providing the travel pass is returned to the finance office and the college has incurred no charges. Pro-rata refunds are at the discretion of the Finance Manager only.

Train Pass refunds – Can only be issued if we are notified of the student's intention not use their train pass, we will then notify Devon County Council to cancel the travel pass and any refund will be issued on a pro rata basis and at the discretion of the Finance Manager.

Lost passes

If you paid for your Dartline or Country bus pass online and lose it, you will need to visit the Devon County Council website using the link shown below and follow the instructions provided:

<https://devoncountycouncil.outsystemsenterprise.com/devonassist/ReplacementEducationTransportPass>
replacement bus passes cost £5.00

Replacement GWR smart cards can be obtained from **any manned train station**. If asked, students will need to show their College ID badge as proof of who they are (or other photo ID i.e. driving licence

Your first two replacements are free. A fee of £10 will be charged for any further replacements.

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