

# Young Persons Travel Pass

## TERMS AND CONDITIONS 2018 / 19

1. Only an Eligible Person may apply for and use a Pass.
2. A Pass remains the property of the Kent County Council at all times.
3. Submission of a Completed Application signifies acceptance of these terms and conditions and all other scheme information by the applicant and their parent(s)/guardian(s).
4. Applications can be made from 4<sup>th</sup> June 2018 until 30<sup>th</sup> November 2018 for a term 1-3 Pass and until 24<sup>th</sup> May 2019 for Full Year and a Term 4-6 Pass.
5. Passes will be sent to the school which the Eligible Person attends unless otherwise agreed in writing between the Eligible Person and the Kent County Council.
6. Applications can take up to 28 working days to process. Deadlines identified in the scheme literature highlight the deadlines by which applications need to be received by the Council to be sure of the pass being available for the start of term.
7. Kent County Council will not be liable for and will not refund any transport costs incurred while Pass applications are processed, nor any transport costs incurred before the Card is collected from the Recognised Institution, which the Eligible Person attends.
8. Once the pass has been collected by the student / parent it cannot be returned for a refund for any proportion of the application fee. Requests for a refund of the application fee before the pass has been collected can usually be accommodated but will incur a £10 administration fee.
9. Kent County Council reserves the right to specify dates during the Scheme Year by which time applications must have been made in order to manage the volume of applications and plan for bus service capacity giving whatever period of notice through whatever media appear appropriate and reasonable in all the circumstances.
10. Kent County Council reserves the right in the event of non-payment of the Application Fee, such as resulting from a cheque being returned from the drawer's bank, or any breach of these terms and conditions to withdraw a Pass at any time and without notice and to invoice either the Eligible Person or their parents/guardians for any costs incurred.
11. No more than three applications per Eligible Person for a replacement Pass will be accepted by Kent County Council in each Scheme Year.

12. Any application for a replacement Pass must be accompanied by payment of a Fee, current details of which can be obtained on request.
13. Requests for a replacement Pass will normally be processed within 10 working days of receipt. Kent County Council will not be liable for and will not refund transport costs incurred while a replacement Pass application is being processed.
14. Any application for a Pass may lead to Kent County Council checking the address of the Eligible Person against their last recorded address either held by the County Council or by the school in which the Eligible Person is enrolled and Kent County Council may take such other investigatory measures to establish the veracity of an address at its discretion.
15. No holder of a Pass may have more than one permanent address and where the proper officer reasonably believes that a wrong address has been given or any other untruthful information has been given entitlement to transport may be withdrawn or the processing of a Pass application may be delayed.
16. A Pass holder who no longer qualifies for the scheme as defined must return the Pass to Kent County Council.
17. Any change to the information supplied in a Completed Application must be notified to the Council within 14 days of that change of circumstances coming into effect.
18. The Pass entitles the Eligible Person to travel free of charge on any participating service between the hours of 0600 and 1900 (identified by the time of boarding) on Mondays and Fridays only and between the start of the scheme year and 31<sup>st</sup> July subject to the valid period of the particular pass type.
19. Any Pass holder who is unable for whatever reason to produce a valid Pass must pay the full fare.
20. All travel undertaken by an Eligible Person is subject to the conditions of carriage of the relevant operator and the Young Persons Travel Pass Code of Conduct.
21. The Pass does not entitle or guarantee carriage on any bus service at any time nor does it give any expectation of new bus services being provided or the continuation of existing services.
22. Kent County Council accepts no liability for any consequential loss, delay or injury arising directly or indirectly from the use of the Pass.
23. Any complaint whatsoever arising from any journey must be addressed to the operator of the service concerned and may be copied to the Council.

24. The Kent County Council reserves the right to amend these terms and conditions during the course of this scheme in response to changes of circumstances or legal advice.
25. Where the vehicle providing a bus service is equipped with a ticket machine capable of recording journey transactions electronically by virtue of communication with the Pass, the Pass must be recorded electronically. Any Pass which is not capable of being recorded in this way must be replaced at the earliest opportunity.
26. In order to apply for a free pass in the event that the applicant has more than two children residing at the same household, the home address stated must be the 'permanent' address for all (3 or more) eligible persons. The Council will consider the addresses held by the recognised institution as the 'permanent' address for each applicant.
27. The information provided by the applicant is collected and dealt with in compliance with the General Data Protection Regulation and by applying the applicant gives clear consent for us to process their personal data for a specific purpose of enabling the individual to access the scheme and enable the Council to manage the scheme. It may be shared with third parties (such as transport providers or travel card manufacturers) for the purposes of doing so.

### Definitions

“Application Fee” means

a contribution towards the cost of Kent County Council providing the scheme as a whole, which may be charged according to the defined circumstances of applicants, current details of which can be found at

[www.kent.gov.uk/youngpersonstravelpass](http://www.kent.gov.uk/youngpersonstravelpass)

“Bus Services” means

all registered bus services which start or finish in Kent (except for those services run by operators who elect not to participate in the Pass scheme or where some other restriction agreed by Kent County Council applies) and for the avoidance of doubt coach and private bus services such as vehicles hired to provide school transport under the Education Acts and rail travel with the exception of travel on the Romney, Hythe and Dymchurch Railway are not included.

“Completed Application” means

the application for a Pass completed accurately accompanied by the Application Fee and received by Kent County Council, Public Transport Department.

“Eligible Person” means any of the following:

- (a) a pupil regardless of age in academic year groups 7-11 whose principal place of residence is within Kent and who is enrolled for attendance at a Recognised Institution.
- (b) a pupil who by age would ordinarily be in academic year group 11 but on the grounds of educational attainment is in academic year group 12 whose principal place of residence is within Kent and who is enrolled for attendance at a Recognised Institution.
- (c) a person aged 11–18 who at the time of their application is in Kent County Council local authority care whose principal place of residence is Kent and who is enrolled for attendance at a Recognised Institution and who has had their form endorsed by the proper officer of Kent County Council within the Education, Learning and Skills directorate.
- (d) a person aged 11-18 whose principal place of residence is within Kent and who is registered with the appropriate office of Kent County Council as caring for a family member with a long term illness, disability or dependency.
- (e) a person aged under 21 and who qualifies for advice and assistance as that term is defined in Section 24 of the Children Act 1989 as amended who lives within Kent and who is enrolled for attendance at a Recognised Institution.
- (f) a pupil in academic year groups 7-11 whose principal place of residence is within Kent but who is educated at home and has been registered as such with the Admissions and Transport Team within the Education, Learning and Skills directorate of Kent County Council.

“Pass” means

the pass currently branded “Young Persons Travel Pass”, normally issued as an ITSO smartcard, which permits concessionary travel to young people in Kent who are enrolled for attendance at a Recognised Institution or who are otherwise entitled to concessionary travel.

“Recognised Institution” means

a school specified in the list of participating schools, details of which can be found at [www.kent.gov.uk/youngpersonstravelpass](http://www.kent.gov.uk/youngpersonstravelpass).

“Scheme Year” means

The Start of the Academic Year until 31 July

Kent County Council

County Hall

Maidstone

Kent

ME14 1XQ

May 2018