

Fares & Tickets:

Your Ticket

Your ticket is an agreement between Clarkes of London and yourself for your carriage.

The ticket remains the property of Clarkes of London and shall be returned to us upon our request.

Any ticket that you have purchased can only be used by the person named on the ticket or for whom it was purchased, it is not transferrable and not to be used by anybody else.

Validity of your ticket

You are permitted to travel on the service specified on the ticket, subject to the dates and times of the said service.

1. *The last date on which your ticket is valid for travel is the date detailed on the ticket as the date of expiry. In the case of a single journey ticket, it is only valid for the duration of that single journey.*
2. *When your ticket expires, it is no longer valid for travel without exception.*
3. *Your ticket remains the property of Clarkes of London at all times. If a ticket is defaced/damaged/tampered with, or lost, it will not be valid for travel. We reserve the right to refuse to issue a replacement ticket in such circumstances however we will notify you within 5 working days of refusal, setting out the reason for not replacing the ticket.*

Passenger Responsibilities:

You must check the details of your ticket.

You must check your ticket for errors as soon as you receive it and inform us of any errors within 2 working days. If you fail to inform us of any errors within the set timescale, then your ticket will be deemed as being correct. We will amend any tickets with errors as soon as possible upon receipt.

You must travel with your ticket

All passengers must travel with a valid ticket on our services at all times. You must be able to produce your ticket for inspection as and when asked to do so.

If you cannot produce your ticket when asked to do so, you will be considered to have travelled without a ticket

You must travel with a valid ticket

Should it be considered that you have travelled without a valid ticket, or any of the below :

- 1 *With a ticket which you are not entitled*
- 2 *Without a ticket which you have purchased*
- 3 *On any service on which your ticket does not permit travel*
- 4 *In breach of our General Conditions of Carriage*

You will be required to immediately purchase a ticket to cover your journey

Effect of travelling without a valid ticket

If you do travel on any service without a valid ticket, you may be requested to not travel further and will be asked to terminate your journey at the next safe available stop.

Should you wish to continue your journey, a ticket must be purchased from an authorised person for the full cost of the service.

Fraudulent Tickets

If we have reasonable grounds for considering that a ticket has been fraudulently used, issued, copied or manufactured, we reserve the right to withhold the ticket or tickets and prevent you from travelling on our services. You shall not be entitled to any form of refund in respect of any ticket being withheld.

Lost Tickets

We will only replace lost, mislaid or stolen annual and half yearly season tickets, subject to the payment of an administration charge of £25.00 for each instance. We will not be obliged to replace any other ticket type if it is lost, mislaid or stolen. You will be required to purchase a new ticket at the published fare for the journey to enable you to continue to travel.

Make sure you board the correct service

It is your responsibility to ensure you board the correct service and that you are at the bus stop at the correct time to board the said service.

Coaches will not wait for passengers who are not present upon arrival at a registered stop. The only exception to this would be if the coach arrives earlier than the published time for that particular stop.

Boarding and Alighting

You may not board or alight at any location other than an official Bus Stop as indicated on the current timetable. You must not ask the Driver to take different routes or stop anywhere but an official stop. These routes are the registered routes with TFL and Department of Transport and we must follow them. We can only divert in exceptional circumstances which must be authorised by the Duty Manager at Clarkes of London.

Seat Belts

It is your responsibility to wear a seat belt at all times. It is a legal requirement and you **MUST** remain seated whilst the vehicle is in motion. We do not accept any responsibility for injury should this occur while the vehicle is in motion and you the passenger are not seated.

Smoking/Vaping

For the comfort of all passengers, we have a '**NO SMOKING**' policy, which also includes the use of Electronic Cigarettes or 'Vape'

Special Offers

As and when Special offers are introduced, they cannot be used in conjunction with any other offer. Offers will only be limited for a certain period of time as per the initial offer. Special offers can be withdrawn at any time at our sole discretion without prior notice.