



## General conditions and provisions

### Tickets and fares

1. On paying the fare, customers are requested to see that they receive a new ticket corresponding with the amount paid. The ticket must be retained by the customer and presented to an Inspector upon request
2. Customers using a smart card must also present their smartcard to an inspector on request to ensure the appropriate journey has been registered.
3. One child for each fare-paying adult is carried free without a seat up to their third birthday
4. Holders of a Concessionary card issued in the Balliwick of Jersey will be carried free of charge on any service, upon production of this card providing it is in date. When the card is presented the driver will issue them with a ticket stating the journey that they are making.
5. Please tender the correct fare if possible.
6. Queries regarding fares and change on a bus, can only be dealt with on production of the bus ticket relating to or the smartcard used for the bus journey concerned.
7. All services operate on a 'turn up and go' basis. Pre-purchase of journeys does not guarantee travel on a particular service.
8. Customers boarding between fare stages will be charged from the previous fare stage. Customers alighting between fare stages will be charged to the fare stage beyond.
9. Customers using single tickets or commuter passes who break their journey will need to pay the remaining single fare when they reboard the bus. Breaking a journey acts to cancel the original ticket for that journey.
10. If your journey cannot be completed using one bus route and it is necessary to change routes in order to complete your journey, you will need to purchase a multijourney ticket or pay separately on each vehicle.
11. CT Plus Jersey Ltd reserve the right to charge a minimum fare of £10 if a customer is found to be travelling beyond their destination, travelling without a ticket or travelling with a defaced ticket.
12. Fares published in our timetable are correct at the date of publication of the timetable.

### Timetables and journeys

1. Although we make every effort to operate services on time, we sometimes experience delays through congestion, short notice diversions and other incidents. We cannot be held responsible for the consequences of any such delay.
2. Please allow good time for onward travel.
3. CT Plus Jersey limited will not operate normal weekday services on public and bank holidays. We will advertise in good time our timetables for these days.
4. Buses operating on scheduled routes display route numbers which are exhibited at the front of the vehicle. Please check the number on the front of the bus or check with the driver before boarding to ensure that they are travelling to the correct destination.
5. Whilst every effort is made to present information that is 100% accurate at time of print, errors are possible. Consequently, we disclaim all liability for your use of the information in online and printed material.

## **On the bus**

1. No eating or drinking is permitted aboard the scheduled buses.
2. Smoking aboard the buses is prohibited by law.
3. CCTV cameras may be in operation on board buses. The equipment may be used for prevention/prosecution of offenders; safety of public and employees, the resolution of disputes and the monitoring of traffic.
4. Guide Dogs are permitted to be carried on all buses. Other Dogs may be carried on buses at the discretion of the bus driver. All dogs are carried free and are not allowed on seats.
5. The driver may request that buggies are folded up to avoid obstructing the aisle. For the safety of all customers, please do so if requested.
6. Large or unwieldy objects will only be carried at the driver's discretion
7. We reserve the right to refuse access if a potential customer is not in a fit state to travel.
8. Please be considerate to your fellow customers and turn down the volume when using mobile phones, personal stereos and other electrical equipment.
9. Though we do our utmost to reunite items with their owners, CT Plus Jersey Limited accepts no responsibility for belongings left on our vehicles. Items found are retained at our Customer Service and Information Centre for a period of 28 days before being handed in to the Jersey Police. We will dispose of all perishable items at the end of the first day.