

# MACKIES COACHES OF ALLOA

## TERMS & CONDITIONS OF TRAVEL

Mackies Coaches of Alloa

32 Glasshouse Loan

Alloa

FK10 1 PE

[enquiries@mackiescoaches.com](mailto:enquiries@mackiescoaches.com)

[www.mackiescoaches.com](http://www.mackiescoaches.com)

Mackies Coaches appreciates that you have chosen to travel with us either by coach or bus, and our aim is to try to make sure that your journey is safe and comfortable in a clean, reliable vehicle. This document contains the Conditions under which we carry you and applies to anyone who travels on one of our buses or coaches. Our conditions are consistent with statutory regulations including those relating to the conduct of passengers and lost property and do not affect your statutory rights .

### 1. General

We will try to provide a safe, punctual and reliable service, but journeys do sometimes take longer than expected or may need to be diverted or cancelled due to factors outside of our control such as road works, traffic congestion, extreme weather conditions or other unforeseen events or circumstances. Where possible we will advise passengers of disruptions. These conditions do not affect your statutory rights as a consumer.

### 2. Conduct of passengers .

We reserve the right to refuse you entry to any of our buses or coaches, and to ask you to leave any of our vehicles if we have any reason to believe that your behaviour puts the safety, security or comfort of other passengers, and /or the driver at risk.

If you are a passenger on one of our vehicles you must not:

- smoke , either conventional cigarettes or e cigarettes
- Behave in a threatening, upsetting nor offensive manner that will cause offence, upset or alarm for other passengers or any of our staff
- drink any kind of alcohol
- eat or drink anything that makes the environment unpleasant in the vehicle for other passengers or the driver or that than can be spilled onto the floor or seats
- leave rubbish or discarded items on the vehicle
- play loud music or any other device at a level that would cause other passengers to be uncomfortable
- wear soiled work or other clothing, that might stain or soil the seats or other customer's clothing, and not carry any items that may soil or stain seats or other customer's clothing
- talk to or otherwise distract the driver whilst the bus is moving except in an emergency
- tamper with, or damage any equipment fitted on the vehicle
- damage or deface any part of the vehicle
- not distribute any leaflets, items for sale nor to collect for charity without the written prior consent of the management.
- Obstruct gangways or emergency exits

You should

- Have due consideration at all times for the needs of elderly, very young, and disabled passengers and vacate seats and spaces designed for the elderly and disabled when requested to do so
- Notify the driver or any other member of staff immediately if you sustain an injury when getting on to, getting off or travelling on any vehicle
- Follow all directions of staff with regard to any safety instructions which are issued to ensure the safety and comfort of passengers and staff
- Wear seat belts if provided. This is a legal requirement
- Make sure that children in your care behave in an acceptable manner on the vehicle and do not endanger themselves or other people on the vehicle by eg running about the vehicle
- Follow any reasonable instructions given by the driver, or other company representative

- Note that our drivers and other company officials have the right to stop you travelling on our vehicles if in their opinion you are behaving in what could be described or perceived as an anti – social, upsetting, threatening or offensive manner
- If you are in a breach of any of the conditions above you will be expected and obliged to give your name and address to the driver or any other company employee, or may be asked to leave the vehicle, or removed from the vehicle by a company official, or a police officer and refused any further travel.
- We reserve the right to take any measures we consider appropriate to preserve the safety and comfort of our passengers and staff, including banning you from travelling with us either temporarily or permanently following any incident of any type of misconduct.
- Some vehicles may be fitted with CCTV in order to improve security for our passengers and staff. Appropriate signage will be visible if this is the case, and recordings will only be used to monitor safety, security, service and in support of any criminal and civil legal proceedings and investigations of complaints. Images may be given to the police, DVSA, the Traffic Commissioner or any other enforcement agency.
- Although we will do everything reasonable to control the conduct of other passengers, we can not be held responsible for their conduct.

#### 4. Luggage

- You are responsible for any item of luggage that you bring onto a bus or coach and in the interests of passenger safety and comfort we reserve the right to refuse permission for you to bring any item onto our vehicles that may be considered too large, dangerous, awkward in shape or of an unsuitable matter.
- Passenger luggage must not at any time block vehicle gangways or access to emergency exits or main vehicle doorways
- On coaches only the driver is allowed to put away or unload luggage from the underfloor lockers. However it is your responsibility to make sure your luggage is put onto the vehicle or taken off it.
- You may not be allowed to travel if the driver thinks that your luggage can not be stored safely in appropriate areas or if the driver thinks it may block passageways or emergency exits.
- we will not be responsible for damage to any fragile goods such as computers, lap tops etc and would suggest that you only carry these if securely packaged.
- Paint can make a dreadful mess on a coach or bus if it falls and spills and is very expensive to clean from a vehicle. Paint therefore can only be carried in the original, carefully sealed container of 5l or less.

#### 5. Animals

- Guide dogs, hearing dogs or other assistance dogs accompanying a registered disabled person will be carried free of charge at any time. These dogs should be wearing their harness or identification jacket when travelling
- At the discretion of the driver , only one dog ( or other small animal) at a time will be carried on a vehicle if it is well behaved .Any animal must be on a lead, or caged or in a box. No animals are allowed on seats. The passenger will be responsible for any damage caused by the animal and for any injury or distress caused by the animal.

#### 6. Lost property

- If you find lost property on a bus or coach you must hand it to the driver. We will normally keep lost property for 1 month.
- If lost property is in a bag / package we may open it in order to trace the owner of the property or the nature of the property.
- If the lost property is perishable and we are not notified within 24 hours we will dispose of it in an appropriate manner in case it becomes smelly or a health risk
- Lost property can be claimed by first phoning Mackies Coaches and then collecting it from the depot assuming that you can satisfy us that the item does belong to you.

#### 7. Entering and leaving the vehicle

- Town buses will pick up and drop off passengers at designated bus stops
- You must not try to enter or leave either a bus or a coach whilst it is moving, nor when temporarily stopped eg at traffic lights, road works etc
- You must not try to enter or leave a bus or coach by the emergency exits except in a genuine emergency
- Sometimes a coach or indeed a bus may stop in an other area to pick up passengers or to drop them off . this will have been pre arranged with the party organiser and will only happen in an area where in the drivers opinion it is safe to do so.

8. Wheelchairs, buggies and prams

- On our stage carriage routes we use low floor and wheelchair accessible buses. (A legal DDA requirement ) However our coaches are not wheelchair accessible and do not have low floor access. Wheelchairs, disabled buggies, approved mobility scooters small prams and open buggies may only be carried on suitable low floor vehicles.
- We will carry small prams and open buggies on low floor buses but **only** when that space is not required by a passenger in a wheelchair or approved motor scooter (**passengers in wheelchairs have priority in law**). You are required by law to make sure the wheelchair space is made available if a person in a wheelchair wishes to board the vehicle as the designated area is the only place that a wheelchair user can travel safely. Customers will be asked by the driver to vacate the safe area and to move to another area in the vehicle if possible.
- Our vehicles can carry one wheelchair or mobility scooter at a time.
- We can not allow wheelchairs or mobility scooters to enter the vehicle by the wheelchair ramp if the combined weight of the chair/ scooter and passenger would be heavier than the safe working limit of the ramp ( c 300kg ) the wheelchair must be no longer than 1200mm and no wider than 700mm so that it does not block or obstruct the gangway.
- It is the passengers responsibility to make sure that their pram, buggy, wheelchair or motor scooter is safely positioned in the designated area and that they do not block any gangway or exit on the vehicle.
- Our drivers will offer reasonable assistance to wheelchair users or disabled passengers. Unfortunately inconsiderate car parking or other factors may prevent the driver from positioning the vehicle close enough to the kerb to allow a wheelchair user to get on or off the bus safely. If this should happen the driver will try to find a safe place as close as possible to the bus stop.

9. Carriage of bicycles

- As our buses are not equipped with self contained bicycle racks the carriage of bicycles is not allowed

10. Breastfeeding

- We are supportive of a mother's right to breastfeed in public but would remind them that a bus or coach can start and stop suddenly depending upon the traffic flow.

11. Tickets and travelling / Concessionary Travel Scheme

- A ticket must be obtained from the driver for every journey made on a bus and retained for the duration of the journey
- You should check your change and point out any mistake to the driver immediately
- We do not accept payment by cheque, credit/debit card or in foreign currency
- Contactless payments are allowed
- Concessionary travel schemes cards must be shown for each journey
- When travelling with us concessionary passengers must comply with all of the Conditions of Travel.
- Where a concessionary travel pass permits the pass holder to be accompanied by a companion, one companion will be carried without payment of a fare or at the appropriate concessionary fare as specified by the pass issuing authority and subject to its conditions for the use of the pass. A companion must get off the bus at the same bus stop as the concessionary pass holder or must have or purchase a valid ticket for any further travel further than that bus stop Any concessionary pass holder observed soliciting other passengers to offer them a free or reduced price journey shall have their pass details reported to the pass issuing authority.

12. Complaints and Suggestions

- We will welcome any complaint or suggestion that you may wish to make as they could help us to improve our service to you our customer. All complaints will be investigated and we will respond as quickly as possible. Independent assessment of complaints is handled by Bus Users Scotland at <http://enquiries@bususers.org/>

13. Data Protection

- Mackies Coaches of Alloa respects the privacy of its customers and values the relationship we have with them. In any circumstances where we collect your personal data, in connection with a retail transaction, or other purpose, we will only collect and process your data in accordance with the principles contained in the Data Protection Act 2018. Our privacy notice can be viewed in fuller form on our web site [www.mackiescoaches.com](http://www.mackiescoaches.com)

14. Safety ( see conduct of passengers)