

# KENT 16+ TRAVEL CARD

## TERMS AND CONDITIONS

1. Only an Eligible Person may apply for and use a Card.
2. A Card 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. The closing date for Card applications is 31 May in each Scheme Year.
5. Cards will be sent to the Recognised Institution 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 each term.
7. Kent County Council will not be liable for and will not refund any transport costs incurred while Card applications are processed, nor any transport costs incurred before the Card is collected from the Recognised Institution, which the Eligible Person attends.
8. 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.
9. Kent County Council reserves the right in the event of any breach of these terms and conditions to withdraw a Card at any time and without notice and to invoice either the Eligible Person or their parents/guardians for any costs incurred.
9. No more than three applications per Eligible Person for a replacement Card will be accepted by Kent County Council in each Scheme Year.
10. Any application for a replacement Card must be accompanied by payment of a Fee, current details of which can be obtained on request.
11. Applications for a replacement Card 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 Card application is being processed.

12. Any application for a Card 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 Recognised Institution 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.
13. No holder of a Card 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 Card application may be delayed.
14. A Card holder who no longer qualifies for the scheme as defined must return the Card to Kent County Council.
15. 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.
16. The Pass entitles the Eligible Person to travel free of charge on any participating service between the start of the scheme year and 31<sup>st</sup> August subject to the valid period of the particular pass type.
17. Any Card holder who is unable for whatever reason to produce a valid Card must pay the full fare.
18. All travel undertaken by an Eligible Person is subject to the conditions of carriage of the relevant operator and the Kent 16+ Travel Card Code of Conduct.
19. The Card 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.
20. Kent County Council accepts no liability for any consequential loss, delay or injury arising directly or indirectly from the use of the Card.
21. Any complaint whatsoever arising from any journey must be addressed to the operator of the service concerned and may be copied to the Council.
22. 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.

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 Card, the Card must be recorded electronically. Any Card which is not capable of being recorded in this way must be replaced at the earliest opportunity.

### 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/post16travel](http://www.kent.gov.uk/post16travel).

“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 Card 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 are not included and for the avoidance of doubt also rail travel with the exception of travel on the Romney, Hythe and Dymchurch Railway is not included.

“Completed Application” means

the application form for a Card completely accurately 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 12-14 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 pupil in academic year groups 7-11 whose principal place of residence is within Kent but who is undertaking work-based learning at a provider registered as such with the Education, Learning and Skills directorate of Kent County Council.

“Card” means

the Card currently branded “Kent 16+ Travel Card”, 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 or college specified in the list of participating schools and colleges, current details of which can be found at [www.kent.gov.uk/post16travel](http://www.kent.gov.uk/post16travel), or a work-based learning provider accepted as such by the Council’s Education, Learning and Skills directorate.

“Scheme Year” means

The Start of the Academic year until 31 August

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