

**Matthews Coach Hire Limited. Company number IE359209. Registered office: Callenberg, Inniskeen A91 HF84**

Part of the First Bus group of companies

## **CONDITIONS OF TRAVEL - Express Services**

ISSUE DATE: March 2026 (supersedes all previous versions)

### **LIABILITY AND COMPLAINTS LIMITATIONS OF OUR LIABILITY TO YOU**

Journeys may take longer than expected or may need to be diverted or cancelled. Where possible, we will advise Customers of disruptions.

We shall not be liable and will not accept claims for direct or indirect losses, damages, cost or inconvenience that you suffer as a result of cancellation, delay, diversion or termination of any of our services, or of our services being unavailable to you as a result of the vehicle being fully loaded, at capacity or for any other reasons, save to the extent that any losses are covered by fixed Passenger Charter compensation schemes which are specified locally.

We shall not be liable for any loss of or damage to your property, including any lost property placed under our control, except where specified in these Conditions. Further information is available at Condition 2 of these Standard Conditions of Travel.

These Conditions do not affect your non-excludable statutory rights as a Consumer.

### **COMPLAINTS HANDLING**

If you wish to make a suggestion or complaint about a bus service or driver you should be aware that the provider of that service is a bus operating company (and not FirstGroup plc). The name of the relevant bus operating company may be shown on your ticket or on the applicable bus timetable for your journey.

It will assist in handling your suggestion or complaint if you can identify the relevant bus operating company, date and time of the relevant event, route number, location and vehicle number when making any complaint.

Each of our Bus and Express operations is supported by a dedicated Customer Service Centre responsible for handling suggestions and complaints efficiently and effectively. You can find contact details by going to our websites at [info@matthews.ie](mailto:info@matthews.ie) and <https://www.aircoach.ie/help/contact-us> These will provide you with telephone contact details, as well as the facility to contact us online, through social media, live chat or by completing a 'Contact Us' form. Information on how to contact your local operator is also available on all buses and coaches, in all timetables and, where possible, in information leaflets.

Further information about complaints and feedback is available at Condition 12 of these Standard Conditions of Travel.

## **1 INTRODUCTION**

1.1 Throughout these Conditions, references to the “Company”, “Matthews”, “we”, “us” and “our” should be read as referring to Matthews Coach Hire Ltd, company number IE359209, registered office Callenberg, Inniskeen, A91 HF84.

1.2 The attention of all Customers is drawn to these Conditions, which apply to all travel on our express services, unless stated otherwise. Customers must adhere to these Conditions, and we will do the same.

1.3 These Conditions apply from the issue date shown above to all our express services (excluding any services provided on behalf of Transport for London, Transport for Greater Manchester or Transport for Ireland) and replace all previous terms and conditions of carriage or travel issued by FirstGroup plc and/or any of its express operating companies.

1.4 We reserve the right to vary, alter or amend the Conditions from time to time without notice. There may also be specific variations and/or supplements to these Conditions on certain services (including, for example, where they are operated on behalf of other organisations) – these variations will be available locally.

1.5 These Conditions are consistent with the relevant statutory regulations, including those relating to the conduct of Customers, and do not affect your statutory rights. Words with special meanings (shown by the use of capital letters) are explained at the end of this document.

## **2 GENERAL CONDITIONS**

2.1 We aim to operate services as advertised in our timetables but there may be occasions when journeys take longer than expected and/or services may need to be diverted or cancelled due to factors beyond our control. These factors may include, without limitation, traffic congestion, road traffic accidents, road works, road closures, major events, adverse weather conditions or other unforeseen operating circumstances.

2.2 To the extent possible, we will advise Customers of any disruption to our services. However, in the event of cancellation, delay, diversion or termination of any of our services, or of our services being unavailable to you as a result of the vehicle being fully loaded, at capacity or for any other reasons, we shall not be liable and will not accept claims for direct or indirect losses, damages, cost or inconvenience that you suffer as a result, save to the extent that any losses are covered by fixed Passenger Charter compensation schemes which are specified and advertised locally.

2.3 Customers are responsible for their own onward travel arrangements. We do not guarantee that our service will connect with any bus, train or other service at the time specified in the timetable, or that the service will arrive at any point at the advertised time. You should make appropriate allowances or alternative arrangements to ensure you are able to make any onward travel or other arrangements you have made.

2.4 We accept no liability for a holder of a valid pre-paid ticket or valid pass being unable to use such ticket or pass due to lack of room on a vehicle, or where it is at full capacity, or failure of a service to operate.

2.5 We shall not be liable for any loss of or damage to Customer property, including 'lost property' placed under our control, except as otherwise specified in these Conditions.

2.6 We do not in any way exclude or limit our liability for death or personal injury resulting from our negligence (or that of our employees or agents), nor for any other events our liability for which cannot be excluded (including, without limitation, the Rights of Passengers in Bus and Coach Transport (Amendment etc.) (EU Exit) Regulations 2018).

### **Journey Times**

2.7 Estimated journey times are provided as a guide only and may change due to traffic conditions and other circumstances outside our control, including traffic, road and weather conditions at the time of travel. If travelling to Dublin Airport or Belfast International Airport, it is important to allow enough time between the coach arrival time at the airport and the departure flight check-in time. We would recommend at least one hour extra on your journey to allow for unforeseen circumstances, but more time may be required. Check with your airlines for check in times.

2.8 Times shown on our timetables are not guaranteed, and we assume no responsibility for conveying Customers within any particular time period, nor for making flight connections. We may, without notice, alter or omit destination points shown on the ticket in case of absolute necessity. Schedules are subject to change, without notice.

2.9 Customers are recommended to take out appropriate travel insurance to ensure that they are covered in the event of unforeseen delays or disruptions to their journey (including where luggage is stored in external lockers).

2.10 Break of journey is not permitted except where locally advertised that the journey can be completed on a later departure on the same day, by purchasing a Transfer Ticket from the driver.

### **Seat Belts**

2.11 Where seats on coaches are provided with seat belts, Customers are advised that they are legally required to wear these for their own safety.

## **3 GETTING ON & OFF THE VEHICLE**

3.1 You may only get on or off the vehicle at designated bus stops or stopping points on the specific route on which travel is taking place. Where a 'hail and ride' scheme operates, you may only get on or off, on request, at places considered safe by the driver.

3.2 You should indicate clearly to the driver of an approaching vehicle if you wish to get on the bus or coach. You must be at a bus stop and give such indication in sufficient time to enable the driver to stop safely. In all other circumstances we accept no responsibility if the driver does not stop or permit you to board the bus or coach.

3.3 When you get on a bus for travel you must either:

(a) show the driver or scan a valid ticket or valid travel pass or other form of authority to travel;

- (b) successfully present a 'smart' payment card, a bank payment card, or a mobile device to the on-board ticket machine or device reader; or
- (c) pay the driver the correct fare for the journey intended, whether specifically requested to do so or not. Collect your ticket from the ticket machine and retain it for inspection by our Revenue Protection Officers until you leave the vehicle.

3.4 Where your ticket or fare is subject to proof of entitlement to that fare your ticket will not be valid without the relevant qualifying photocard or other qualifying proof of entitlement. You should present any 'Extra Help to Travel' card or similar to the driver at the same time.

3.5 You must not use the emergency exits on any vehicle except in a genuine emergency or where instructed to do so by the driver.

3.6 When you wish to get off the bus, please ring the bell (if fitted to the vehicle) once to alert the driver. For your comfort and safety, please give the driver sufficient time to be able to slow down safely for your stop. For your own and others' safety, you are requested to remain seated until the vehicle comes to a complete stop.

3.7 Save in exceptional circumstances, the driver is not permitted to allow Customers to get on or off when the vehicle is in motion, held up in traffic or stationary at traffic lights. At bus stations and stands, Customers cannot be picked up once the driver has signalled his/her/their intention for the vehicle to leave the stand.

3.8 We accept no responsibility for Customers attempting to get on or off at any prohibited place or when the vehicle is moving, or for Customers failing to get off at their destination.

## **4 FARES AND TICKETS**

### **GENERAL**

4.1 While we will endeavour to advise you of the best fare option or combination for your travel requirements we will not provide any refund or replacement ticket should another fare option or combination prove to be more appropriate.

4.1.1 Every customer must ensure they are in possession of a valid ticket, pass, validated payment or smartcard or other authority to travel for their entire journey. Our Revenue Protection Officers will charge a Standard Fare to any Customer not complying with this requirement.

4.2 Customers who are unable to or who refuse to pay the appropriate fare, who do not hold a valid ticket or valid pass or who do not successfully "tap on" with a valid 'smart' card or bank payment card or device for the journey, may be asked to leave the vehicle or be charged a Standard Fare by our Revenue Protection Officers.

4.3 Fares are charged in accordance with the fare tables for each route. You may view the fare tables on request at the regional head office, or at the offices of the depot responsible for operating the service. Drivers will also carry fare tables and/or be able to access an electronic version on-bus (for the service

being operated by that vehicle). You should ensure that the correct ticket (corresponding with the fare paid and valid for the journey) and change (where applicable) has been issued and point out any discrepancies to the driver immediately as mistakes cannot be rectified later.

4.4 Unless otherwise stated, payment of fares must be made in cash Sterling or Euro. We do not accept on-bus payment by cheque or by £50 or €50 (or greater value) note in any circumstances. Where change is given, drivers may also not have sufficient change for other bank notes at certain times.

4.5 Other than when payment by contactless payment card (or similar technology) is available on bus, we do not accept on-vehicle payment by credit or debit card (chip and pin) except where this is locally advertised. Payments by credit or debit card are accepted for purchase of certain season tickets at travel shops (as advertised locally) and via our website.

4.6 To help us to run our services smoothly the correct fare is always appreciated. Our drivers will provide change if they are able to do so.

4.7 We operate some services on an exact fare, no change given basis – this will be publicised locally. Where this is the case, if you are paying a cash fare you must declare to the driver the journey that you intend to take and deposit the appropriate amount in the coin acceptance unit. The driver will have no access to change in the event of overpayment.

4.8 If you are not able to provide the exact fare (or, where change is given, the driver does not have exact change) the driver will inform you of your options for redeeming any overpayment. In some areas you may be able to overpay for your journey; receive an overpaid fare slip in lieu of cash; and redeem this slip for cash or further tickets at an office of the local operating company. Options are specified locally. Further enquiries can be made with our Customer Services Centre.

4.9 A valid ticket, valid pass or 'smart' or bank payment card or device, along with any qualifying proof of entitlement, must be available for inspection for the entire journey and produced on request by the driver, a Company official or a Revenue Protection Officer. If you are unable to produce a valid ticket, valid pass or 'smart' or bank payment card or device and/or proof of entitlement for inspection, or if it has expired or been altered or tampered with or is illegible, you will be liable to pay the Standard Fare for the journey being taken. We will not refund you this fare or uphold an appeal against a Standard Fare charge if you later find the missing ticket or travel pass. In the case of a contactless payment card we will accept your recital of the final four digits of the card number in lieu of presentation of the card.

4.10 The Standard Fare will be charged for any single journey unless a Customer either:

(a) makes payment of the appropriate sum to the driver when getting on the bus, collects and retains their ticket for inspection and is carrying any proof of entitlement when travelling on discounted, student or child tickets;

(b) holds and can produce to a Revenue Protection Officer or other Company official on request a valid pass or valid pre-paid ticket along with any proof of entitlement when travelling on discounted, student or child tickets; or

(c) successfully presents a 'smart' or bank payment card or device to the on-board ticket machine and is in possession of any proof of entitlement when travelling on discounted, student or child tickets.

4.11 The Standard Fare is £50 (€50 for services operated in Ireland).

4.12 Any Customer who does not make payment of the Standard Fare immediately on being requested to do so by a Revenue Protection Officer or other Company official is required to give their name and address to such Revenue Protection Officer or Company official on demand, as well as proof of such identification.

4.13 Failure to pay the Standard Fare within 21 days will result in an increased cost to reflect the additional administration costs incurred by us and may lead to a County Court (or District Court in Ireland) summons being issued to recover the debt.

4.14 When you complete the journey you have paid for, or the validity of your pass or other relevant documentation expires either by time or travel zone, you must leave the bus or pay another fare to continue your journey. This will be treated as a separate journey. It is your responsibility to have a valid ticket for the whole journey.

4.15 Single or return fares may be calculated with reference to fare stages applicable to the route. If you get on between two fare stage boundaries you will be charged from the previous stage. If you get off between two fare stage boundaries you will be charged to the following stage. If you are travelling in areas where zonal fares apply, your fare will be determined by the number of zones you travel in or through.

4.16 You may not break your journey when travelling on a single or return ticket unless our publicity specifically advises that this is possible. Except where it is specifically stated to the contrary, tickets, passes or other relevant documentation are not transferable. You cannot use a multi-journey ticket (e.g. travel card) for more than one person during the same journey unless it is a "family" or "group" ticket .

4.17 You must only buy tickets from an authorised outlet or from the driver. Not all tickets are necessarily available for purchase from the driver. Buying a pre-paid ticket from an unauthorised source invalidates the ticket, and the ticket may be withheld by us and not returned for further use.

4.18 If you transfer from another operator's vehicle to one of our vehicles, you will be considered to be starting a new journey. You will be required to pay the appropriate fare if you do not hold, or are unable to produce on request, a valid pass, valid pre-paid ticket or valid through ticket.

4.19 If our ticket equipment is not functioning properly and as a consequence is not able to produce tickets, you must still pay the correct fare for your journey.

4.20 No Customer will be permitted to use a ticket, pass or 'smart' travel mandate which has:

(a) been damaged, mutilated or defaced;

(b) been issued for use by another person on terms that it is not transferable;

(c) expired: or

(d) in the reasonable opinion of the driver or a Company official, been obtained fraudulently.

4.21 Customers are responsible for the safety and integrity of their own tickets and passes once validly issued. We are not obliged to replace your ticket, pass or permit to travel if it is lost, mislaid or stolen. You will have to purchase a new ticket to allow you to use our services. If your "smart" travel card is lost,

mislaid or stolen, it is within our discretion as to whether or not to issue a replacement and this may incur an administrative charge.

4.22 If your ticket has been damaged but remains legible then we may provide you with a replacement for the remainder of its period of validity, or offer you the choice to purchase a replacement ticket from our usual range which may be valid for a longer period, but we will require you to pay the difference if you choose this option.

4.23 If you have a paper ticket or a ticket on your mobile phone (an 'M-Ticket') that includes a barcode then you will be required to scan this ticket using the bar code scanner adjacent to the ticket machine on boarding the bus. You may also be required to scan this ticket if requested to do so by a Revenue Protection Officer or other company official during the course of your journey. Where your ticket is an 'M-Ticket', these Conditions are in addition to the terms and conditions applicable to that M-Ticket. In the case of any inconsistency, the terms and conditions applicable to that M-Ticket (including any limitation on time for presenting that M-Ticket) will have precedence.

4.24 If you are using your contactless bank card as part of a capped ticketing arrangement whereby your use of First (and, optionally, other operators') services is capped at a predetermined daily, weekly or longer limit, you are required to present this contactless bank card to the reader adjacent to the ticket machine on each journey you make. You may also be required to present the same card to the same (or to a different) card reader as you alight the vehicle on each journey. You will be provided with detailed information on these requirements locally as they will be dependent on the type of capped ticketing arrangement. You may also be required to present this card if requested to do so by a Revenue Protection Officer or other company official during the course of your journey.

## **AIRCOACH SERVICES**

4.25 Online bookings are required to ensure seat availability and must be made at least 1 hour before departure time, except for services 700 and 700X where online bookings are accepted up to 5 minutes before departure time. Walk-up Customers will be accommodated provided there remains sufficient unbooked capacity and the fare is paid to the driver or Customer Service Agent.

4.26 The correct fare for your intended journey must be paid at the time of booking online, at the time of purchasing on the mobile App, or to the driver / Customer Service Agent on boarding the coach. Note that Aircoach service 705X is a cashless route and payment on board the coach is via contactless card only.

4.27 Entry to the coach may be refused if the appropriate fare has not been paid or the ticket purchased has expired.

4.28 Two infants aged 0-3 years inclusive, accompanied by an adult fare-paying Customer, will be carried free of charge provided that their travel is booked on-line in advance on Aircoach services in accordance with clauses 4.26 and 4.27 above. Any additional infants accompanied by the same adult will be charged at child fares. Children aged 4-13 years inclusive are charged the relevant child fare. Young Persons aged 14-21 inclusive are charged the relevant Young Person fare. The Young Person fare is available on Aircoach service 705X only.

4.29 Young Adult LEAP passes issued by the Government of Ireland to 19-25 year olds are accepted for discounted travel, on all routes except for the 705X.

- 4.30 You may be required to provide proof of age to avail of infant, child, Young Person and Young Adult fares if so requested by the driver.
- 4.31 We reserve the right to change the price of or definition of any type of ticket on any given route, at any given time.
- 4.32 Please note, we cannot carry children 13 years or younger unless accompanied by an adult.
- 4.33 “Turn up and go” Tickets purchased from the driver on the coach are valid on the journey for which they are purchased or, if purchased from our Customer Service team at Dublin Airport, on the next departure from the Airport. You can use the return portion of your ticket on any return journey, on the same route, up to a period of **6 months** after the outward journey date. Your return seat is not guaranteed however and is subject to availability.
- 4.34 For all Aircoach online bookings where tickets have been purchased at <https://www.aircoach.ie> or from the Aircoach App, customers should be present at the appropriate stop, and make themselves known to the driver, before the scheduled departure time to ensure a timely departure. If the customer does not present themselves in good time their seat reservation cannot be guaranteed and you may not be able to travel as your seat may have been re-sold to walk up customers.
- 4.35 Online and app Aircoach bookings may be purchased up to 1 hour (except for services 700 and 700X where online bookings are accepted up to 5 minutes) before the departure of the coach **from the first departure point on that journey** and not the time of departure for subsequent stops on that service. Single Tickets booked online are valid for travel on the selected departure time on your chosen route, on the date specified on your booking.
- 4.36 Online Return Tickets booked online are valid for specific time, route and date of the outward portion of the ticket (i.e.. the first journey on the ticket). The return portion of the ticket is valid for travel on the selected departure time on your chosen route, on the date specified on your booking.
- 4.37 **If a flight is delayed** into Dublin or Belfast International airports , Customers travelling onwards from either of these Airports will be allowed to travel **within 24 hours** of the original scheduled time on their Aircoach ticket, subject to availability. In all other cases, customers will be required to purchase a new ticket and claim from their airline/travel insurance for refunds of any unused tickets.
- 4.38 The “Flexibook” add-on can be purchased for single and return tickets booked online or on the app. Purchase of a Flexibook add-on gives the customer booking the ticket the ability to change their booking by logging on to their Aircoach account. Bookings can be changed 30 calendar days either side of the date of travel free of charge after the fare has been paid at the time of booking. Flexibook cannot be purchased separately from a travel ticket. Changes can only be made to the date and time and not to a different route or stop. Customers can change their booking as many times as they wish provided that the change is made at least 1 hour before the time of the unwanted departure from its starting point departure time (e.g. if you wish to change from a stop midway along a service, the window for changes closes one hour prior to the time at the first stop on that route, not the time of departure for any subsequent stops on that service). When changing a booking, if the journey that the customer is moving their booking to is more expensive than the original fare, the customer will be required to pay the difference between the two fares. **All changes are subject to availability on your required journey.** Further information on how to use Flexibook – is available at [www.aircoach.ie](http://www.aircoach.ie).

4.39 If multiple Customers have been booked to travel on the same booking, they can not individually change bookings to another time. The whole party may change if “Flexibook” has been included in your booking. However, individuals as part of the booking can not change their journey.

4.40 The Flexibook Plus can be purchased as an add-on and besides allowing changes to be made to your booking as set out above it can also be used to cancel your booking and secure a refund by logging on to your Aircoach account. Cancellations can be made up to **1 hour** before the journey starting point departure time, no matter whether your booking is from that stop or from any subsequent stop on that service.

4.41 Customers who have not purchased the Flexibook option, can change their booking within 48 hours of ticket purchase by calling our customer services team. Any changes required outside of this 48 hour period will require a new ticket to be purchased.

4.42 All Single and Return Tickets are non-refundable, unless the Flexibook Plus add-on has been purchased with the ticket.

4.43 Goods and services sold through digital, tv, mail order are subject to The Consumer Protection (Distance Selling) Regulations 2000. Under clause 6(2)(b) of the regulation states that the regulations do **not** apply to contracts for the **provision of transport**. As such the 14 day cooling off period does not apply to Aircoach tickets.

4.44 Tickets (single and return) purchased on the mobile App are valid on the journey for which they are purchased.

4.45 The Aircoach app allows multiple ticket purchases for customers travelling together. On boarding the coach, a QR code will need to be presented and scanned for each person travelling.

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4.46 Commuter/Tax Saver tickets are not transferable. Tax Saver tickets may be refunded but only by request of the purchaser; only remaining whole months will be refunded minus a 10% administration charge. The refund will be issued to the purchaser of the ticket.

4.47 Tax Saver tickets are only available to holders of Personalised LEAP cards bearing a photograph of the holder.

### **CONCESSIONARY TRAVEL**

4.48 Concessionary travel schemes for many categories of Customer are operated by local authorities in England, the Scottish Government, the Welsh Government, Northern Ireland Assembly and the Government of Ireland. The terms, rules and conditions applying to these schemes are the responsibility of, and the validity of individual passes is determined by, the pass issuing authority.

4.49 Concessionary Customers must comply with all aspects of these Conditions, in addition to the issuing authority’s rules and conditions. Where required locally to do so, when making a journey using a concessionary travel pass you must advise the driver of your intended destination.

4.50 If you hold a valid concessionary permit or pass, or a national entitlement card, you must present the pass to the on-board ticket equipment to ensure its validity and, on request, show it to the driver. In some areas, you will be issued by the driver with a zero-value ticket when making such a journey, and you

must retain this for the duration of your journey. Where applicable, your concessionary permit or pass, or national entitlement card will not be considered valid if the ticket equipment does not recognise it to be so.

4.51 Where a concessionary travel pass or national entitlement card permits the pass holder to be accompanied by a companion, one companion shall 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 any prior bus stop) or must have or purchase a valid ticket for any further travel beyond that bus stop unless a specific exemption applies. Any concessionary pass holder observed soliciting other Customers to offer them a free or reduced price journey shall have their pass details reported to the pass issuing authority.

4.52 Where we have reasonable grounds for suspecting that a concessionary pass or National Entitlement Card is being misused in any way, we reserve the right to charge a Standard Fare, refuse further travel and report details of the pass holder to the issuing local authority and/or the police, as appropriate.

4.53 Public Service Cards and NI Direct Smart Passes issued by the relevant government department for free travel are accepted on a space available basis for all routes except the 705X between Derry/Londonderry and Belfast. Seat reservation is available online and on the Aircoach App for free travel pass holders. Your free travel pass must be tapped on the card reader on the coach for every trip.

## **5 WHEELCHAIRS, MOBILITY SCOOTERS AND PUSHCHAIRS**

### **GENERAL**

5.1 We are committed to treating all customers with care and respect. Our staff are trained to deliver great customer service which includes a commitment to equality. We provide disability awareness training for our staff who deal directly with the public, including advice and guidance to our customer services staff and drivers on how they can best serve our customers with disabilities.

### **Customers with Disabilities and Reduced Mobility**

5.2 As many of our vehicles can be modified to meet the particular needs of customers, we ask you to let us know your requirements in advance and we aim to help wherever possible. In some cases, we won't be able to carry you if you have not advised us of your needs in advance.

5.3 Our Customer Service team will help you with vehicle, journey and booking information. We will ensure that you have a seat booked for your journey if you have particular needs. Where you need specific facilities or assistance, we will provide these wherever possible – or if we cannot do this, regretfully inform you that you cannot travel with us.

5.4 We may not be able to confirm details immediately when you make your booking but we will get back to you within 24 hours (excluding weekends).

5.5 Please ensure that you provide us with full and accurate information about your needs as we may need to deploy staff members or make physical adjustments to our vehicles to accommodate you, and these need to be pre-planned.

### **Travel with wheelchairs and mobility scooters**

## **Single deck vehicles**

5.6 Most of our services are operated with single deck coaches some of which are equipped with wheelchair lifts. These vehicles do not have step free access for any Customers using a wheelchair or mobility scooter.

5.7 If you are able to board the vehicle using the entrance stairs, and make your way to a coach seat, we can store your wheelchair / mobility scooter in the luggage hold provided it is capable of being folded and unfolded; or it can be dismantled and reassembled by the Customer or their carer/companion in no more than five minutes; if it has a battery, this is in a safe and secure condition and does not leak; that it has no assistance or auxiliary aids which would make it unsafe for stowage; and it weighs no more than 20kg.

5.8 We recommend that Customers who require us to put their wheelchair/mobility scooter in the luggage hold book at least 72 hours in advance of travel through [accessibility@aircoach.ie](mailto:accessibility@aircoach.ie) (Aircoach) or [info@matthews.ie](mailto:info@matthews.ie) (Matthews) (emails are monitored 0900-1700 Monday – Friday); this will allow us to check that your wheelchair (and ancillary equipment if applicable) will be safe for stowage in the luggage hold. If you provide less than 72 hours' notice or "turn up and go" we will make reasonable efforts to comply with such needs but cannot guarantee this. We need you to give us details of the size, make and model of the wheelchair or mobility scooter you will be travelling with, and will advise you within 24 hours (excluding weekends) about the suitability of your wheelchair for carriage in the luggage hold of our coaches. Our drivers and other staff cannot assist with dismantling and reassembling wheelchairs or mobility scooters

5.9 These vehicles can also accommodate Customers who want to travel seated in their wheelchair and can board the coach using the wheelchair lift (if fitted) while seated in their wheelchair.

5.10 In all such cases we require at least 72 hours' notice before travel as we need to make adjustments to the vehicle and carry out safety checks. This notice excludes weekends. These checks include ensuring the combined weight of the Customer and the wheelchair does not exceed the maximum weight capacity of the wheelchair lift; ensuring that the stops at which the Customer wishes to board and alight the coach are safe for the deployment of the wheelchair lift and have a wheelchair accessible route away from the highway/footway, and ensuring the wheelchair is compatible with the space on the coach and that there is capacity on the specific journey to accommodate the wheelchair. We will confirm travel to you within 24 hours of your enquiry.

5.11 For the avoidance of doubt, the wheelchair lift on the coach can only be used by Customers who are seated in a wheelchair. Customers cannot stand or use a mobility scooter on the wheelchair lift to board the coach using the wheelchair lift.

5.12 If you wish to book travel using the wheelchair lift at less than 7 hours' notice, we will do our best to accommodate you but can offer no guarantee.

## **Double deck vehicles**

5.13 These are used on certain Aircoach services and on certain journeys of the Matthews Dundalk – Drogheda - Dublin service.

5.14 Our double deck coaches have level step free boarding and many are able to accommodate one customer seated in a wheelchair or appropriately sized mobility scooter per vehicle. The customer should position themselves securely in the dedicated wheelchair space.

5.15 Our driver will deploy the wheelchair ramp for boarding and alighting, and provide any necessary assistance on request.

5.16 We recommend booking travel at least 72 hours in advance on these services as there is only one wheelchair space available. We will do our best to accommodate you if you provide less notice or “turn up and go” but cannot guarantee this. Pre-booking is essential if you wish to take a wheelchair onto the Matthews Dundalk-Drogheda - Dublin service.

5.17 There is no facility to transport wheelchairs or mobility scooters as hold luggage on these vehicles.

### **Assistance Services**

5.18 Our staff and drivers are trained to offer reasonable assistance, including on request, to all our customers including those with specific needs. They will be flexible, polite and respectful in their response to requests for assistance and will undertake agreed assistance actions recorded at the time of booking where these have been confirmed by our Customer Service team. Whenever possible, they will carry disabled customers’ luggage (or luggage belonging to customers with reduced mobility) onto or off the coach or into the luggage hold (subject to a maximum weight of 20kg per item).

5.19 We will ensure that where you have requested specific assistance, that our drivers and assistance staff are informed of your specific needs and that they respond accordingly.

5.20 Whilst our drivers will offer appropriate boarding, alighting or on-board assistance when required, they are unable to provide additional physical assistance such as lifting you into the coach or into a seat.

5.21 Our staff cannot assist you with eating or with personal care/hygiene; or provide any medical service such as giving injections. If you have a medical condition that requires others to provide this type of care, make sure you always travel with a companion, who can assist you during your journey.

5.22 We take our commitment to accessibility and inclusion seriously and will aim to continuously improve our processes and procedures.

5.23 Our drivers are required (and trained) to provide reasonable assistance to wheelchair users or disabled Customers. Inconsiderate car parking or other factors may prevent the vehicle from being positioned sufficiently close to the kerb to allow a wheelchair user to get on or off safely. In this case the driver will try to identify a safe place to pull in as close to the bus stop as possible.

5.24 It is the Customer’s responsibility to ensure that their wheelchair, mobility scooter, pram or pushchair is safely positioned within the designated area and that they adhere to any notices applicable to that area and ensure that it does not obstruct or block any exit or gangway.

5.25 In the unlikely event that your wheelchair or other mobility equipment or assistive device is damaged or lost as a result of our negligence during the course of the journey, we will provide compensation up to the cost of repair or replacement in accordance with the Rights of Passengers in Bus and Coach Transport (Amendment etc.) (EU Exit) Regulations 2018,

### **WHEELCHAIR SPACES**

5.26 Wheelchair users have priority over everyone else for the use of the designated wheelchair space where this is provided. Non-wheelchair users, unlike wheelchair users, will normally have a choice about which part of the bus to sit or stand in. Common decency and respect for wheelchair users should mean that Customers without disabilities make way for them wherever reasonable to do so. Customers are required to offer reasonable cooperation in allowing proper use of the designated wheelchair area. If someone in a wheelchair wishes to get on and there is space elsewhere on the vehicle, Customers will be required by the driver to vacate the space provided it is reasonable for them to do so, including repositioning small prams or mobility scooters where possible and folding any buggies and storing these in the luggage space where available. However, no-one already travelling will be asked to get off the bus in order to accommodate a wheelchair user.

5.27 Empty pushchairs or pushchairs carrying animals or luggage must be folded and accommodated in appropriate luggage areas where safe to do so and with consideration for other Customers and their belongings. We will not accept liability for loss of or damage to pushchairs and prams.

## **6 CONDUCT OF CUSTOMERS**

6.1 When travelling on our vehicles, you are subject to these Conditions. Failure to comply with the Conditions (or the general law) may result in us refusing to permit you to travel or continue to travel. You must not:

- (a) behave in a manner which may reasonably be expected to cause any person to be alarmed, upset, offended or annoyed, or which may reasonably be expected to cause a nuisance or inconvenience to any Customer, driver or company official (including, without limitation, the use of obscene or offensive language or behaving in a manner that is abusive or threatening).
- (b) speak to the driver whilst the bus is in motion, stand forward of the cab area, obstruct the driver's vision or otherwise cause the driver to be distracted while driving, except in an emergency or for reasons of safety;
- (c) obstruct any emergency or other exits,
- (d) stand on the upper deck or any step leading to the upper deck of any double deck vehicle while it is in motion (except for the purposes of getting on or off the vehicle);
- (e) use any door for a purpose other than as indicated by a notice, unless directed to by the driver or a Company official;
- (f) throw or trail any article from the vehicle;
- (g) remain on the vehicle when directed to leave by the driver, a Revenue Protection Officer or a Company official;
- (h) smoke at any time in any part of the vehicle or carry any lit pipe, cigar, cigarette (including 'electronic cigarettes'), match or lighter on the vehicle (we are aware of prescribed medication that is ingested using devices that resemble e-cigarettes or nebulisers, use of these will be permitted only with a valid letter from a doctor, the customer's GP, or other prescribing clinician) ;

- (i) play or operate any musical equipment or instruments (including radios, mobile phones, MP3 devices etc) on vehicles at a volume that is likely to cause annoyance to other Customers;
- (j) wear soiled clothing or behave in a manner which might stain or damage the vehicle fittings or other Customers' clothing;
- (k) deliberately interfere with any equipment fitted to the vehicle; or
- (l) carry any bulky or cumbersome article, or any article or substance which is likely to cause annoyance or risk of injury to any person on the vehicle, or risk of damage to the vehicle or to the property or clothing of any person on the vehicle.

6.2 If you are in breach of any of the above Conditions you will be required to give your name and address to a Company official (including the driver or a Revenue Protection Officer) and may be removed from the vehicle by a Company official (including the driver or a Revenue Protection Officer), a police officer or a community support officer. You will be refused further travel without refund.

6.3 In addition, you must:

- (a) comply with all reasonable instructions given by the driver or Revenue Protection Officer (and any other member of the Company);
- (b) comply with all notices and legal signage displayed on the vehicle (including, without limitation, in relation to limits on numbers of permitted standing and total passengers and signage imposing stricter conditions than those specified in condition 6.1 above, such as a total prohibition of food consumption where specified);
- (c) have due regard at all times for the needs of our elderly, young, or disabled Customers and Customers with reduced mobility and, in particular, vacate seats and spaces designed for the elderly, disabled and Customers with reduced mobility when requested; and
- (d) take reasonable care to ensure that persons, animals or property within your control do not cause loss, injury or damage to property or persons.

And you must not:

- (e) obstruct the vehicle entrance next to the driver, gangways, or any part of the vehicle where standing is not allowed (signs are in place to indicate standing capacity and restrictions) or other locations on the bus in any way that would inhibit safety;
- (f) lean out of the vehicle;
- (g) deliberately damage or deface any part of the vehicle;
- (h) take part in any form of criminal activity while on the vehicle;
- (i) consume any type of alcohol while on the vehicle;

- (j) carry or consume any items of food or drink which in the opinion of the driver may make other Customers' journeys unpleasant or otherwise cause offence, or which is likely to cause a spillage of any food or drink inside the vehicle (local prohibitions on consumption of hot food or drinks may apply and will be clearly signed on vehicles);
- (k) leave rubbish or discarded items on the vehicle;
- (l) wear roller skates, roller blades or unsuitable footwear, or use scooters, electric scooters or skateboards on the vehicle;
- (m) carry any soiled items which might stain or damage the vehicle fittings or other Customers' clothing;
- (n) allow small children to be uncontrolled at any point when using our vehicles;
- (o) sell, or offer for sale, any item, or collect for charity without our prior written consent;
- (p) distribute/display printed or similar matter of any description or distribute any article for the purpose of advertising, or otherwise approach other Customers for any commercial or similar purpose without our prior written consent;
- (q) canvass or survey any Customers without our prior written consent.

6.4 Customers must not partake in any activity which is in any way unsafe or endangers the safety of others. Customers must not engage in any form of anti-social or disruptive behaviour. Behaviours defined as antisocial include:

- (a) acting in an aggressive, offensive or intimidating manner
- (b) using offensive language
- (c) shouting
- (d) harassing others in any way
- (e) putting feet on the seats or allowing pets on the seats
- (f) continually moving around the vehicle to the annoyance of other Customers

This list is not exhaustive and the driver retains discretion as to what behaviour is ultimately considered to be anti-social.

6.5 If you are in breach of any of these further Conditions (or the general law) you will be asked to give your name and address to a Company official (including the driver or a Revenue Protection Officer) and may be asked to leave the vehicle or removed from our premises by a Company official (including the driver or a Revenue Protection Officer), or removed from vehicle by a police officer or a community support officer. You will be refused further travel without refund.

6.6 Intending Customers who in the opinion of the driver appear likely to behave in an inappropriate manner or to be under the influence of alcohol, drugs or solvents may not be permitted to travel.

6.7 Abuse of our staff will not be tolerated. We reserve the right to refuse travel or deny service to anyone physically or verbally insulting, intimidating or abusing any First Bus employee.

6.8 We also reserve the right to take any other measures we consider necessary to protect the safety and comfort of our Customers and staff including temporarily or permanently banning you from travelling with us following any incident of misconduct, and/or prosecuting you.

6.9 Whilst we will do everything that we reasonably can to control the conduct of other Customers on our buses, we cannot be held responsible for their conduct.

## **7 LUGGAGE**

### **GENERAL**

7.1 Where permitted, luggage is carried free of charge at the driver's discretion. In the interests of safety and for the comfort of all our Customers, we reserve the right to refuse or restrict the size, amount and type of luggage or other belongings that you can bring on our buses. In particular, the driver may refuse to accept any item being brought onto the bus or coach and/or may refuse travel to any Customer if he/she believes that:

(a) there is insufficient space available for carriage of your luggage and/or you are carrying excessive amounts of luggage (to be determined at the driver's discretion);

(b) you are carrying items which may cause inconvenience, or present a danger, risk of injury or discomfort to other Customers, or cause damage to their property or to the vehicle; or

(c) you are carrying items which may block any designated wheelchair or pushchair space, gangway or exit.

7.2 Subject to our statutory obligations (including, without limitation, pursuant to the Rights of Passengers in Bus and Coach Transport (Amendment etc.) (EU Exit) Regulations 2018), and Regulation (EU) no 181/2011 in Ireland we cannot be held liable for any inconvenience or loss caused to a Customer if they are refused travel under these circumstances or if their luggage or belongings are damaged or lost whilst on the bus.

7.3 On services operated by coaches, larger bags and suitcases may be carried in the rear or underfloor lockers as necessary and as space permits. Any such baggage should be clearly labelled and is to be loaded into and unloaded from the external luggage lockers by the customer. Customers are to follow all instructions from the driver or other Company official.

7.4 Valuable or fragile items or those required during the journey (including travel documents, passports and bank cards) should be retained by the Customer and brought on board the vehicle as hand luggage. Please contact our Customer Service team to make arrangements prior to travel for any such item that is of such size that it requires an additional seat, in which case this will need to be purchased for the journey.

7.5 Customers are strongly recommended to take out travel insurance for journeys where luggage is stored in vehicle external lockers.

7.6 Customers remain responsible at all times for the safe carriage, stability and handling of any items brought on board. Fragile items such as electronic goods, portable televisions, computers, radios etc will only be carried if they are of reasonable size and securely packed. Luggage is carried at your risk and we accept no liability for any loss or damage to you or any third party, however caused.

7.7 We will not carry explosive or combustible material (including unsealed heavy batteries and petrol), accumulators, explosives, ammunition, weapons, paint in either unsealed containers or containers exceeding 3 litres, dangerous, illegal, offensive or otherwise hazardous items under any circumstances. The above list is not exhaustive and the carriage of items is at the sole discretion of the driver.

7.8 We will permit the carriage of a single portable oxygen cylinder or unit for personal medical reasons.

7.9 Where we accept the carriage of oxygen cylinders, paint, chemicals or any other liquids or substances on our vehicles, you must ensure that such substances are in proper containers which are sealed and are kept upright and secure throughout the journey. You will be liable for any damage caused to the vehicle or other Customer's belongings due to spillage or leakage of any liquid or substance carried.

7.10 Folding bicycles (including folding electric bicycles) and non-motorised folding scooters are only permitted in the luggage compartment in their folded state. They are not permitted on board the coach. Electric scooters are not permitted to be brought on board (but see paragraphs 5.9-5.10 above for mobility scooters). While we will make every effort to carry folding bicycles, there are instances when this may not be possible, including:

(a) if there is insufficient space on the bus or coach; or

(b) if your folding bicycle is likely to make the inside of the bus or coach or its seats dirty, and/or could cause discomfort to other Customers.

7.11 Due to space and safety considerations, non-folding bicycles cannot be carried inside our buses or coaches.

7.12 Walking frames and other mobility assistance devices (other than wheelchairs and mobility scooters) will be carried provided there is space to do so (at the driver's discretion). The Customer may elect to stand, if the vehicle permits standing passengers, and use the device provided that they can do so safely and without occupying the wheelchair space if it is required by a wheelchair user; alternatively the device may be carried in the vehicle's luggage storage area. Customers are not permitted to stand on coaches.

7.13 Luggage is carried at the customer's risk. We will endeavour to carry the luggage safely and securely but assume no liability for any loss or damage to luggage while in our possession, nor any consequences arising from the loss of or damage to luggage. We recommend that customers take out travel insurance that covers the whole of your journey.

#### **AIRCOACH SERVICES and MATTHEWS COACHES**

7.14 For Aircoach services, a maximum of two 10KG suitcases or one 20KG suitcase per person will be carried free of charge in the luggage compartment of the coach. Additional items will be charged as detailed on our website at [aircoach.ie](http://aircoach.ie) Larger items (e.g. bicycles) will be charged as detailed on our

website at [aircoach.ie](http://aircoach.ie) and carried only where space permitting. Our drivers or customer service agents will take any necessary payment and they have the final say on whether your item can be carried or not, please respect this decision.

7.15 You may bring onto the coach hand luggage capable of being placed in the overhead luggage rack or under the seat in front of you or on your lap provided that it measures no more than 45cm x 35cm x 20cm. Bags cannot occupy seats on the coach except as set out at 7.4 above.

7.16 Due to company health and safety protocols, drivers are not obliged to assist customers with the lifting of or moving of luggage. They will of course endeavour to assist customers where possible, please request assistance from your driver if required. Customers must not enter the luggage storage areas at any time.

7.17 Based on guidance issued by the Irish National Transport Authority (NTA), transport operators now prohibit the carriage of e-scooters on buses and coaches, including those that can be folded or carried. The restriction does not apply to e-bikes or mobility scooters.

7.18 Alcohol must be stored in the external luggage compartment of the coach.

7.19 Except on double deck vehicles as specified in 5.13 above, where these can be brought onto the coach where space permits, pushchairs will only be carried, folded, in the external luggage compartment of the coach.

## **8 DOGS AND OTHER ANIMALS**

8.1 We will carry Assistance Dogs (or other legitimate assistance animals) of any size free of charge at any time on our vehicles, both when accompanying a registered disabled person and when being trained by a trainer bearing the appropriate valid identification. Other animals will not be carried.

8.2 Customers do not have to pre book travel for a registered assistance animal; however, we do recommend this to ensure there will be space available on the service you require.

8.3 As we operate long journeys, we recommend that your registered assistance animal is trained on public transport before travelling.

## **9 CCTV**

9.1 We fit our vehicles and other property with CCTV. In addition, our Revenue Protection Officers are equipped with body worn cameras to provide added security, monitor the conduct of customers, monitor service quality, to assist us in the process of deterring smoking, vaping, vandalism, fraud, theft, anti-social behaviour and attacks on our employees and other individuals, and in support of relevant criminal and civil legal proceedings and complaint investigation. All CCTV equipment (including body worn cameras) and its operation complies with the UK General Data Protection Regulation and the Data Protection Act 2018 (including the ICO's CCTV Code of Practice) and any subsequent amendments, The General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018 in Ireland ("Data Protection Legislation").

9.2 Images of you may be provided to the police, the Gardai, DVSA, the Traffic Commissioner or any other enforcement agency at their reasonable request, whether to be used as evidence in prosecuting criminal activity or in assisting the identification of individuals or otherwise.

## **10 SECURITY**

10.1 Customers must advise the driver immediately if any suspicious article or package is seen on or near a vehicle, if any Customer is observed acting suspiciously or if any person is seen to tamper with the vehicle.

## **11 LOST PROPERTY**

11.1 If you find property left on a vehicle by another Customer, please hand the item(s) to the driver as soon as it is safe to do so. The driver will on request supply you with his or her staff number.

11.2 If you have lost your property on one of our vehicles or at our premises, you should contact the Customer Services Centre or local Lost Property team. Contact details can be found on our website <https://www.aircoach.ie/help/lost-property-search> (Aircoach) or [www.matthews.ie](http://www.matthews.ie) (Matthews).

11.3 All lost property found or handed in by drivers or Company officials or by a third party is recorded, labelled and stored at the local lost property office. If the lost property is contained in a package, bag or other container, we may open it and examine it in order to trace the owner or identify the nature and value of the lost property.

11.4 Any lost property found on our vehicles, providing the item is not perishable will be kept for 1 month. All unclaimed property is donated to charity at the end of the calendar month following the one in which it was handed in. Perishable items, including but not limited to foodstuffs, and soiled items will be held for a maximum of 48 hours and if deemed necessary will be disposed of immediately. In the case of debit and credit cards, any payment cards that are handed in are securely destroyed on receipt. If you have lost your payment card, please contact your bank immediately.

11.5 When claiming lost property, you must supply a full description of the item, including its contents if applicable, and give details of where and when lost, in order to reasonably satisfy us that you are the rightful owner of the property.

11.6 Once lost property has been identified you will be given details of how and where to collect the item. Under normal circumstances, you will need to collect the lost property from the office or depot at which the lost property is being stored during office hours. On collection you will be asked to fill out your name and address and supply proof of identity. You will need to pay the cost of postage and packaging in advance if we agree to post the property back to you. We reserve the right to charge a small fee for administration of the lost property service.

## **12 COMMENTS AND SUGGESTIONS**

12.1 You can contact our Customer Service team by phone, post and email. They are available as set out at 12.4 below and have received disability awareness training to help them respond to particular needs. Our staff will ask for all relevant information and assistance required, in order to provide the best service to meet your needs.

12.2 Our team can provide information in alternative formats should you require. For example, we can provide information via email or in large print. Please advise them if you require information to be provided in an alternative format.

12.3 We will of course advise you if you make a request that we are unable to meet.

12.4 Contact details for customer service are as follows:

**Matthews:**

By phone +353 42 937 8188 (0500-1700 Monday – Friday, 0900-1700 Saturday)

By post Matthews Customer Service, Callenberg, Inniskeen, Co. Monaghan, A91 HF84

Webpage [info@matthews.ie](mailto:info@matthews.ie)

**Aircoach:**

By phone: Dublin: +353 (0) 1 844 7118 or Belfast: +44 (0) 28 90330655 (0900-1700 Mon-Fri)

Webpage <https://www.aircoach.ie/help/contact-us>

12.5 Information on how to contact your local operator is available on all vehicles, in our timetables and, where possible, in information leaflets.

12.6 Where a response is required, complaints will be investigated and dealt with, provided, where relevant, they are received within a reasonable period following the date on which the journey was made or incident occurred. We will always aim to acknowledge your correspondence within 14 days of receipt by us, even if this is initially to explain what investigation needs to take place and how long this will take, and we will keep you up to date on the progress.

12.7 Our Customer Contact Centre is unable to deal with questions regarding Standard Fares. If you believe that a Standard Fare charge notice has been unfairly issued then you should appeal using the appeals webform detailed on your notice. Your case will be investigated, and the appeal judged against these Conditions of Travel. An outcome email or letter will be sent to you within 7 days.

12.8 When comments or complaints are about matters outside our control, we reserve the right to forward them to the relevant organisation and explain that we have done this.

12.9 If you have any questions about enforcement of your rights under the Rights of Passengers in Bus and Coach Transport (Amendment etc.) (EU Exit) Regulations 2018, you should contact Bus Users UK ([www.bususers.org](http://www.bususers.org)) for services operated in the United Kingdom. Contact the National Transport Authority, Haymarket House, Smithfield, Dublin 7, D07 CF98 or email [info@nationaltransport.ie](mailto:info@nationaltransport.ie) for services operated in Ireland.

12.10 If you are not satisfied with our final response to your complaint, and in accordance with your rights to Alternative Dispute Resolution under the Consumer Rights Act, you can write to the relevant bus appeals body which is Bus Users UK (incorporating Bus Users Scotland) at ([www.bususers.org](http://www.bususers.org)) for services operated in the United Kingdom. Contact the National Transport Authority, Haymarket House, Smithfield, Dublin 7, D07 CF98 or email [info@nationaltransport.ie](mailto:info@nationaltransport.ie) for services operated in Ireland.

12.11 To book travel in advance, advise or discuss specific needs, for further information or to make a complaint or offer a compliment please contact our Customer Service team as set out at 12.4 above.

## **13 DATA PROTECTION**

13.1 If we collect or otherwise process your personal data, we will always do so in accordance with the Data Protection Legislation.

13.2 The Data Protection Legislation creates a number of rights, including allowing you to request a copy of the data we hold on you. If you would like to exercise any of your rights relating to personal data, including a request for us to provide you with a copy of your data, please contact the Data Protection Officer, First Bus, 8th Floor, The Point, 37 North Wharf Road, London W2 1AF, or via the other contact methods set out in the Privacy Policy available on our websites.

## **14 LEGAL NOTICE**

14.1 Save as otherwise stated herein, these Conditions constitute the entire agreement between the Company and its Customers. None of our employees is entitled to alter or vary any of the provisions of these Conditions.

14.2 The contract between the Company and any Customer is limited to travel upon the Company's own services and liability (if any) will be limited accordingly. Any information provided by the Company's employees is provided in good faith and is non-binding. The Company will not be liable for losses arising from reliance on such Information. s.

14.3 The restrictions of liability contained in these Conditions are considered by the Company to be reasonable in all circumstances. However, should any provision of these Conditions be deemed by a court of law or other competent jurisdiction to be invalid or unenforceable this shall not affect the validity and enforceability of the remaining provisions.

14.4 Without prejudice to all rights and claims otherwise available to the Company, in the event that Customers breach any of the Conditions, or any other condition implied or duties owed as a matter of law (howsoever such conditions or duties arise) the Company has the right to recover compensation for all loss, injury and damage suffered by the Company as a result of such breach, including but not limited to costs incurred in repairing or replacing damaged property and loss of revenue.

14.5 The governing law for these Conditions shall be the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction.

14.6 Our policies and staff training are in accordance with the Equal Status Acts 2000-2015 and relevant EU legislation, in particular Regulation (EU) No 181/2011 concerning the rights of passengers in bus and coach transport. A full version of the legislation is available from:

[https://europa.eu/youreurope/citizens/travel/passenger-rights/bus-and-coach/index\\_en.htm](https://europa.eu/youreurope/citizens/travel/passenger-rights/bus-and-coach/index_en.htm)

## 15 SPECIAL MEANINGS

<b>Expression</b>	<b>Meaning</b>
Assistance Dog	A dog which has been specifically trained to assist a person with a disability and which has been certified by one of the charitable organisations registered as members of Assistance Dogs (UK), or is in training for such certification and accompanied by a trainer bearing the appropriate valid identification. Assistance Animal shall be construed accordingly.
Company Official	An individual employed by or on behalf of the Company such as a manager or supervisor (but not a Driver or Revenue Protection Officer).
Conditions	These Conditions of Travel.
Customer	An individual using a bus service provided by the Company.
Customer Service Agent	Means an individual employed by the Company who provides Customer assistance and collects fares at terminal points.
CPT Code	The Confederation of Passenger Transport code for the use and acceptance of mobility scooters on low floor buses, available at <a href="https://www.bususers.org/wpcontent/uploads/2019/07/cpt_mobility_scooter_leaflet.pdf">https://www.bususers.org/wpcontent/uploads/2019/07/cpt_mobility_scooter_leaflet.pdf</a> )
Driver	A bus or coach driver employed by or on behalf of the Company.
Standard Fare	A fare that can be charged in circumstances set out in these Conditions, in particular where Customers are unable to produce a valid ticket or valid pass for the journey being taken.
Passenger Charter	A local agreement between the Local Transport Authority and bus operators that includes fixed compensation under certain prescribed circumstances when bus services are late or fail to run.
Revenue Protection Officer	a member of First Bus staff in uniform empowered to check the validity of customers' tickets or other entitlement to travel, and to issue Standard Fares.
Tap-on	Use of a contactless bank card or the equivalent card stored on a mobile device presented to the on-board ticketing equipment at the point of boarding a service. This may also be accompanied by a similar "tap off" action on alighting the service. A total daily or weekly travel cost will be calculated after travel. Details are available on local First Bus websites.