

Granta Park Shuttle Bus User Policy

Users are bound by this Policy (as amended from time to time).

PURPOSE

The following policy provides guidance on who can use the Granta Park Shuttle Bus Service, and how usage will be policed. This policy is to reduce confusion and ambiguity around who can ride our shuttle services and how they operate.

SERVICE ELIGIBILITY

Eligible Users

- Staff – All permanent and temporary employees / students of organisations on site
- Contractor staff – All permanent and temporary employees of our embedded contractor staff including: Catering, Cleaning, Security, Nursery, Occupational Health, Engineering
- Summer placement and work experience students
- Visiting workers – Visiting workers are classified as those here for a week or more, or working on campus intermittently over a long period of time,
- Non regular Business Visitors - Please note the following:
 - Small events (< 9 personnel arriving at the same time) please ensure that the party is split across at least 2 services
 - Large events (> 10 personnel arriving at the same time) including delegates or training events are advised to use a different mode of transport to reduce capacity issues

Ineligible Users: Babies and children are not allowed on the Granta Park Shuttle Service.

RIGHT TO BOARD

A valid ticket must be presented to the driver. The following tickets are accepted:

- Activated M-tickets purchased via the App or BusHub portal
- E-tickets purchased via the BusHub portal
- Paper tickets (for a limited time) purchased at the Atrium during opening hours

If a valid ticket cannot be presented to the Driver, the passenger will be required to give the Driver their name, mobile number and place of work. This information will be passed to Granta Park's Management team. Tickets may be redeemed on behalf of passengers by Richmonds. The Driver has the right to refuse to carry a passenger who cannot present a valid ticket.

SHUTTLE BUS ACCESSIBILITY

We endeavour to support all disabilities to access and feel comfortable to use our Shuttle Services.

- **Wheelchairs:** can be accommodated but advance notice is required as coach sizes and boarding options differ. To discuss your requirements email admin@grantapark.co.uk and visit [Richmond's website](#) for coach accessibility details.
- **Guide dogs** are welcome on all coaches but must not block the aisles and should be harnessed to avoid injury.
- **Hidden disabilities:** Drivers are aware of the Sunflower Scheme. Please make the Driver aware if you require additional assistance.

If you are unsure how to access the coaches, please email admin@grantapark.co.uk for support.

IMPORTANT SAFETY NOTICES

- **Arrive 5 minutes before the scheduled departure time.** When the Driver is ready to depart, the doors will close. Do not approach a moving vehicle, try to stop the doors from closing or wave/flag the vehicle down as the Driver's attention may be elsewhere as they prepare to depart from the stop.

- **Seatbelts:** It is the law to wear seatbelts when provided.
- **No standing on coach services permitted** (it is the law).
- **Access to luggage hold:** Permission to access the luggage lockers is required from the Driver to load or unload baggage, buggies, or bicycles. The Driver must also be made aware that you have finished with the luggage hold so that the coach doesn't depart with an open luggage locker door which can cause damage to pedestrians, other road users and the vehicle itself. Luggage must be loaded from the pavement-side.
- **Delaying departures:** Passengers must not hold up the coach to wait for the late running passengers by blocking the door as this could impact the safety of other passengers, road users, and the coach and may delay the service.
- **CCTV (with audio in Driver cab area)** is installed on Richmonds Coaches and is used for the purpose of passenger safety and security.

SHUTTLE SERVICE TERMS & CONDITIONS

- **No Shuttle Services** will run on Public Holidays or when Granta Park is closed between Christmas and New Year. Notifications will be sent out via the App in advance and notices placed on www.grantapark.co.uk
- **Reduced Services** may operate before and after some holiday periods. Notifications will be sent out via the App in advance
- **Arrive 5 minutes before your scheduled departure time.** Use the tracking facility on the App to see where the service is but do not rely on this as tracking is dependent on signal and services can appear to 'jump'. Tracking is there to support any issues that may occur due to unforeseen circumstances.
- **Booking is recommended but not required:** booked passengers have priority but walk-on passengers are accepted. All passengers must have a valid ticket to board.
- **Boarding Sequence:** Although booked-on passengers have priority all passengers are politely requested to allow pregnant women and disabled passengers to board first. Please support these individuals to board as they may be loading luggage before wanting to get on the Shuttle.
- **Notifications** will be sent when services are expected to be severely delayed or there are route/stop changes. Notifications will be sent out via the App so ensure notifications are enabled.
- **Lost property**
 - To report lost property [fill out the webform](#) or email postbox@richmonds-coaches.co.uk
 - Neither BRE-BMR UK TRS Ltd nor Richmonds Coaches nor any of the other organisations on Granta Park can accept responsibility for loss or damage to a passenger's property that is carried on the Shuttle including, bicycles, pushchairs, laptops, phones etc. (unless due to their negligence). These remain the responsibility of the passengers at all times. Unless extremely valuable, lost items may be returned to Granta Park Security, but this is at the discretion of Richmonds.
- **Early Shuttle Service departure**
 - Please be at the stop 5 minutes prior to departure.
 - If you believe a coach as left earlier than timetabled and you have therefore missed it, please check the tracking on the App first.
 - If the Shuttle has departed call Operations on 01763 848 226 to investigate.
 - If Richmonds are at fault another coach may be rerouted to pick up waiting passengers. If this is not an option alternative travel will be agreed with the Operations team and travel costs reimbursed to the passenger(s). Travel costs will not be reimbursed unless by prior agreement or without receipts.
- **Late-running Shuttle service**
 - If services are delayed, notifications are sent via the App: ensure notifications are enabled.
 - Check tracking on the App before calling Operations 01763 848 226
 - If a major accident or incident has occurred Shuttle services may be diverted which may result in some stops not being serviceable. Notifications will be sent via the

App to alert passengers. In such circumstances, where Richmonds is not at fault, alternative travel expenses cannot be claimed.

- **Stop Alert:** To alert the driver to your stop - press the bell button above your head well in advance of your bus stop.
- **No seat Bagging:** items must not be placed on empty seats to block other passengers from using them or to save a seat for passengers joining the route further on

BIKE ACCESSIBILITY: We support multimodal travel (walking, cycling, rail) as it has the objective to reduce air pollution and reduce congestion. However, please in order that punctuality isn't affected the risk of damage is reduced and, providing that there is room in the hold due to other items being carried the following rules apply:

- Bikes are carried on a first come first serviced basis
- Permission is required from the Driver as the hold may be full
- Only the Driver can open or close the hold – see important safety notice
- Inform the driver when you've finished with the locker finished
- Drivers will help passengers with storing items in the hold (if under 20kg) but this does not apply to bikes because they are often dirty and can snag uniforms.
- Bikes are the responsibility of the owner at all times and must be loaded and unloaded by the owner.
- Folding bikes are welcomed and can be stored in the hold on request
- Only one bike per locker will be carried (in case bikes damage each other in transit)
 - Double decker coaches can only carry one full sized bike
 - Single decker coaches can carry three full sized bikes
 - Mini-coaches (>20 seats) one full sized bike at Driver's discretion
- Bikes can only be loaded from the pavement-side (not the traffic side)
- Neither BRE-BMR UK TRS Ltd nor Richmonds Coaches nor any of the other organisations on Granta Park can accept responsibility for loss or damage to a passenger's bike that is carried on the Shuttle, (unless due to their negligence).

SHUTTLE CAPACITY: The available capacity on Shuttle Services is closely monitored. If you are having difficulty getting on to your required service due to a lack of capacity, please notify admin@grantapark.co.uk.

COMPLAINTS: In the first instance please direct your complaint to postbox@richmonds-coaches.co.uk noting Granta Park, the service, the stop, the time and the nature of the complaint. If you feel your complaint hasn't been resolved, please escalate to admin@grantapark.co.uk.

SHUTTLE USER POLICY: This Shuttle user policy is maintained by The Estate Office Team and will be reviewed on at least an annual basis with input from Richmonds. If you require clarity of think that something is missing, please notify admin@grantapark.co.uk.