

Passenger Transport Policies

Updated: October 2025

Included Documents:

1. Terms of Carriage (Bus services, School Transport & Private Hire)
2. Privacy Policy

LMS Travel Ltd

Tolladine Road, Worcester, WR4 9NB

Tel: 01905 25252

Email: info@lmstravel.co.uk

www.lmstravel.co.uk

LMS Travel Ltd – Terms of Carriage

1. Introduction

These Terms of Carriage set out the conditions under which LMS Travel Ltd (“we”, “us”, or “the Company”) provides passenger transport services. They apply to all journeys operated by LMS Travel Ltd including:

- Registered local bus routes open to the public
- School transport contracts
- Private charter services

By boarding one of our vehicles or booking transport with us, passengers and hirers agree to comply with these terms.

2. Tickets and Fares

- Tickets remain the property of LMS Travel Ltd.
- We reserve the right to vary these terms without notice.
- Passengers must have a valid ticket or pass for their journey before boarding or immediately upon boarding, as required.
- Tickets are non-transferable and valid only for the service, date, and time shown.
- Lost, damaged, or stolen tickets will not normally be replaced or refunded.
- Concessionary and student passes must be valid and shown on request.
- We reserve the right to refuse travel if a valid ticket or proof of entitlement cannot be produced.
- These Terms of Carriage do not affect your statutory rights under UK law.
- For private hire services, full payment terms will be stated in the hire confirmation or invoice.

3. Refunds and Cancellations

- Refunds are not generally available once a journey has started.
- If we cancel or significantly delay a service and you cannot complete your journey, you may be entitled to a refund for the unused portion of your fare.
- Refund requests must be made in writing to info@lmstravel.co.uk within 14 days.

4. Service Disruption

- We make every effort to operate services as advertised. However, we may alter, suspend, or cancel services due to operational reasons, traffic conditions, severe weather, or circumstances beyond our control.
- LMS Travel Ltd will not be liable for any loss, damage, or inconvenience caused by delays, cancellations, diversions, or missed connections.

5. Passenger Conduct

- Passengers must behave in a reasonable, considerate, and lawful manner at all times.
- Smoking (including e-cigarettes), alcohol, and illegal substances are strictly prohibited on all vehicles.
- Drivers have the authority to refuse travel or remove any passenger whose behaviour is abusive, threatening, unsafe, or disruptive.
- Passengers are responsible for any damage they cause to the vehicle or equipment.

6. Accessibility and Assistance

- We aim to make our services accessible to all passengers, including those with disabilities or reduced mobility.
- Wheelchair users and passengers with prams or buggies will be carried wherever space and safety allow.
- Mobility scooters may only be carried if they meet the relevant safety and size standards.
- Passengers requiring assistance should contact us in advance where possible.

7. Luggage and Personal Belongings

- Small items of luggage or shopping may be carried if space allows and they do not obstruct aisles or seats.
- The driver may refuse items that could cause injury, obstruction, or damage.
- LMS Travel Ltd accepts no liability for loss or damage to personal belongings, unless caused by our negligence.

8. Lost Property

- Lost property found on any LMS Travel vehicle will be handled in accordance with our internal policy.
- Passengers wishing to claim lost property should contact LMS Travel Ltd with a full description of the item, date and route or journey details.
- Items of value may be handed to the police or local authority in accordance with company policy.
- Perishable items will be disposed of after 24 hours; other items may be retained for up to 30 days.
- LMS Travel Ltd is not responsible for loss or damage to any items left on vehicles

9. Animals

- Assistance dogs are carried free of charge.
- No other animals may be carried

10. CCTV and Safety

- Some vehicles are fitted with CCTV cameras for the purpose of safety and security.
- These systems may not be recording at all times, and LMS Travel Ltd does not currently store or process CCTV footage.
- CCTV may be reviewed only where required for safety, security, or investigation purposes.
- Where recordings are made in the future, they will be handled in accordance with data protection laws and our Privacy Policy.

11. Liability

- LMS Travel Ltd is not liable for any loss, damage, or injury arising from circumstances beyond our reasonable control.
- Our liability for loss or damage to property or personal injury is limited to the extent permitted by law.

12. Feedback and Complaints

We welcome feedback about our services. Complaints should be sent to info@lmstravel.co.uk or by post to our depot address.

- If you are not satisfied with our response, you may contact Bus Users UK (www.bususers.org) or Worcestershire County Council Passenger Transport for independent review.

13. Governing Law

These Terms of Carriage are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the English courts.

LMS Travel Ltd – Privacy Policy

1. Introduction

LMS Travel Ltd (“we”, “our”, “us”) is committed to protecting your privacy. This policy explains how we collect, use, and protect personal data relating to our customers, passengers, suppliers, and website users.

Our legal basis for processing personal data is that it is necessary for the performance of a contract, to comply with our legal obligations, or for our legitimate business interests.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Information We Collect

We only collect the personal data necessary to provide our transport services, respond to enquiries, or meet our legal obligations. This may include:

- Name and contact details (telephone number, email, or address)
- Enquiry or booking details (for private hire or customer service purposes)
- Information voluntarily provided via email or website contact forms
- CCTV images (where fitted and recording) for safety and security purposes
- We do not knowingly collect or process personal data relating to children directly; any data received from schools or councils is handled under their direction and data protection arrangements.

We do not collect or store payment card details on our website.

3. How We Use Personal Data

We may use your personal information to:

- Provide and manage our public bus and private hire services
- Respond to enquiries and customer feedback
- Manage contracts with schools, councils, and private clients
- Comply with legal and regulatory obligations
- Improve our customer service and operational standards

We do not sell or share your information with third parties for marketing purposes.

4. CCTV

Some of our vehicles are fitted with CCTV cameras for safety and security.

At present, these systems are not actively recording or storing footage.

If recording is activated in the future, we will ensure all images are handled securely and in compliance with data protection law, with signage clearly displayed on vehicles.

5. Data Retention

We will only keep personal data for as long as necessary to:

- Fulfil the purpose it was collected for, or
- Meet legal, contractual, or regulatory obligations.

When data is no longer needed, it will be securely deleted or destroyed.

6. Your Rights

Under data protection law, you have the right to:

- Request a copy of the information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Request deletion of your personal data where applicable.
- Object to processing in certain circumstances.

Requests should be made in writing to info@lmstravel.co.uk or by post to our business address.

7. Sharing Information

We may share limited information where necessary with:

- Worcestershire County Council (for contracted transport services)
- Regulatory or enforcement bodies, where legally required
- IT or hosting providers who support our website and systems (under confidentiality agreements)

We will never sell or distribute your personal data for commercial gain.

8. Website Cookies

Our website may use basic cookies to improve functionality and user experience.

Cookies do not collect personal information and can be disabled in your browser settings.

9. Data Security

We take reasonable measures to protect your personal information from loss, misuse, or unauthorised access.

Email communications are not always secure, so please do not send sensitive personal data by email unless necessary.

10. Contact Us

If you have any questions about this policy or how we handle your information, please contact:

LMS Travel Ltd

Tolladine Road, Worcester, WR4 9NB

Email: info@lmstravel.co.uk

Tel: 01905 25252

We may update this policy from time to time and will post the latest version on our website.

If you remain dissatisfied, you may contact the Information Commissioner's Office (ICO) at www.ico.org.uk.