



## Flm - Policies Conditions Of Carriage

These **Conditions of Carriage** do not affect statutory rights of passengers nor the obligation of FLM to comply with legislation.

1. **Safety:** The safety and comfort of passengers is the top priority for FLM.
2. **Refusal of Boarding:** Drivers have an absolute right to refuse to allow those who will not pay or pose a threat to themselves or others. Passengers must show consideration to the driver and other passengers at all times. Drivers have the right to refuse to permit a passenger to board/ alight at any non official bus stop that they consider to be unsafe.
3. **Alighting & Boarding:** Passengers may board/ alight at all recognised bus stops and where appropriate at other safe places on route. Passengers should give the driver notice as to when they wish to alight but for their own comfort and safety should remain seated when doing so. During the journey passengers should remain seated at all times.
4. **Ticketing:** Passengers who board must purchase or use a valid ticket for the journey. Cash or card payments are accepted. In the event of passengers being unable to pay the driver is under no obligation to allow them to travel but may do so on grounds of safety, ticketing issues or trust that the passenger will subsequently pay. Passengers should retain their tickets during the journey as proof of travel.
5. **Passes:** Concessionary bus passes are accepted on these services during the hours stipulated by the local authority. Passengers should carry their passes and be prepared to show the driver upon request.
6. **Seating:** FLM does not guarantee the availability of a particular seat. As an open public bus anyone can turn up and board without having to prebook. In the event of a bus being full FLM is not under any obligation to provide a duplicate bus but will advise if possible of alternative options.
7. **Seatbelts:** Passengers should use the seatbelts provided for their safety and comfort unless exempt from doing so. FLM accepts no liability for passengers who have been injured having chosen not to wear a seatbelt having been asked to do so.
8. **Signaling Stops:** Passengers should always signal to the driver of an approaching bus, giving as much notice as reasonably possible, that they wish to board. Drivers should not stop if to do so would constitute a road traffic offence.
9. **Good Behaviour:** Passengers should not distract the driver at any time, block exits or act in a manner not conducive to public safety.
10. **Pets:** Dogs and other animals are permitted to board provided they are well behaved and pose no threat to driver or passengers at the drivers discretion. Passengers are responsible for their animals and liable to pay compensation in the event of damage caused.
11. **Drink & Food:** Passengers are not permitted to: Smoke, Drink alcohol, Use illegal drugs, Make offensive and/or inappropriate comments, Leave rubbish, Consume food or drink that may cause a nuisance, Take part in any criminal activity, Wilfully cause damage to the vehicle
12. **Younger Passengers:** Children under the age of 5 may travel free if accompanied by an adult. FLM will consider anybody in full time education under the age of 19 to be a child for the purposes of travel. Passengers are obligated to be truthful as to whether they are eligible for child fares.
13. **Emergency Exit:** Passengers should not use the emergency exit except in genuine emergencies or asked to do so by the driver.
14. **Luggage:** Luggage is carried free of charge but the driver reserves the right to refuse to allow certain items on board on grounds of size or safety. No item of luggage should block the gangway or exit. In the event of the bus being full passengers may be asked to move luggage to allow other passengers to use a seat. Pushchairs or buggies may have to be folded where necessary. Passengers remain responsible for their luggage.
15. **Prohibited Items:** The transit of certain items is prohibited and if in doubt passengers should check before they attempt to board if it is legal to do so.
16. **Complaints:** In the event of customer complaint, retention of a ticket provides proof of boarding.
17. **Lost Property:** All lost property will be returned where possible free of charge. Perishable items will be disposed of within 24 hours. Illegal items will be reported to the police. In the event of items being unclaimed FLM retains the right to dispose of as it sees fit.
18. **Liability:** FLM accepts liability for any injury to passengers caused by our negligence. Passengers are liable to us or other passengers for any injury, damage or loss caused by items they bring on board including animals. FLM is not liable for damage to these items.

Suggestions for improvements to this document are always welcome.