

## **DUFFY CITY BUSES**

### **TERMS & CONDITIONS FOR REGISTERED STUDENTS ON SCHOOL BUSES**

- ⇒ All of the above cards can be topped up either with the driver or on line at [www.duffysbuses.com.au](http://www.duffysbuses.com.au)
- ⇒ Red & Blue Passes must be “*Swiped*” every time a student boards a bus, including transfers.
- ⇒ In 2016 Fully eligible School N Go passes (Red) - These passes will be initially issued free of charge – subsequent passes that are lost or damaged will incur a \$20 replacement fee.
- ⇒ In 2016 Partly eligible School N Go passes (Blue) and Fare Payer Swipe N Go cards (Green) require a minimum spend of \$20.00 when issued. NO REFUNDS GIVEN.
- ⇒ All students must pay for their journey via their bus pass and have a minimum amount of \$10 at any one time.
- ⇒ Restricted passes (not 100%) will be invoiced for all travel over and above the nominated days. The Rate will be charged at the full amount per trip. 7 Day invoice or card will be blacklisted.
- ⇒ Damaged or lost cards can be replaced with Balance transfer but incur a \$20.00 replacement fee.
- ⇒ Cards that stop working but are not physically damaged are replaced free of charge and balances transferred.
- ⇒ Red & Blue cards are only valid whilst being live in the QTMR system. Students whose registration ceases with QTMR will have their cards automatically forfeited.
- ⇒ All bus passes are only valid for the person whom it is registered to. Allowing other passengers to use your bus pass is fraudulent.
- ⇒ Any breach of QTMR’s Code of Conduct for school Travel or breach of any Duffys Buses Policy and Procedure will automatically cancel and blacklist your bus pass.
- ⇒ Parents/Guardians are responsible for informing Duffys City Buses of any changes in circumstance i.e. Change of school, change of address, change of guardianship. Any changes regarding the above will automatically lead to the bus pass being cancelled and blacklisted.
- ⇒ Parent/Guardians of students who change school or address have 2 weeks from date of change to contact Duffys. Failure to do so will see all funds forfeited.
- ⇒ Blacklisted Cards will also automatically trigger QTMR’s Code of Conduct for School Travel and may lead to suspension from all travel.

#### ***Remember—***

***If you change details such as School, Address, or Guardianship your Red or Blue Bus pass will automatically be cancelled. You have 2 weeks to contact Duffys or all funds on the bus pass will be forfeited. NO REFUNDS GIVEN.***