

## IMPORTANT INFO REGARDING SCHOOL STUDENT REGISTRATION FOR BUS TRAVEL

**IF YOU WISH TO CATCH A DUFFYS BUS TO SCHOOL YOU MUST BE REGISTERED WITH QUEENSLAND TRANSPORT (QT) & DUFFYS BUSES**

**Why? Services are government funded and students need to be assessed for eligibility.**

**HOW CAN I BE ASSESSED TO SEE IF I QUALIFY FOR SCHOOL BUS SUBSIDY?**

Visit our website at [www.duffysbuses.com.au](http://www.duffysbuses.com.au) or Ring our office on 41514226 or 1300 383397.

**WHAT IF I QUALIFY, BUT DON'T WANT TO APPLY FOR A SUBSIDY?**

You will **NOT** be able to utilise school bus services however you can utilise the normal route services.

**WHAT IF I DON'T QUALIFY FOR A SUBSIDY BUT WANT TO TRAVEL?**

You will still be able to utilise the school bus service but will have to pay a fare. Fares are based on the number of Zones travelled.

**IS A BOND REQUIRED WITH MY APPLICATION?**

No bond required for initial passes; however, lost/stolen/damaged passes must be replaced within 3 days. Cost \$20. Passes must always be Swiped!

**DOES MY APPLICATION LAST FOREVER?**

**NO** to students who change details such as Change of School or Change of Address. Any change of detail requires a new BTA application.

**I AM GOING INTO GRADE 7 NEXT YEAR?**

Students who are going into Grade 7 must reapply for Bus Travel Assistance. Including St Luke's and BCC.

**DO I HAVE TO SWIPE MY BUS PASS EACH RIDE?**

Absolutely, **ALL** students must Swipe their bus passes each ride, those with tickets must also show their ticket and or transfer pass

**DO I HAVE TO REPLACE ANY LOST PASSES – YES!**

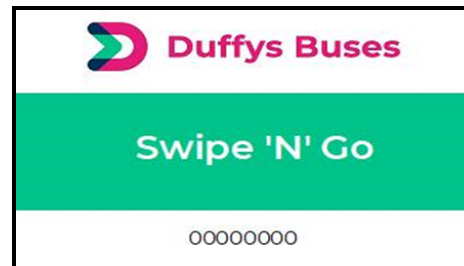
**CHOOSE CAREFULLY AS NO REFUNDS ARE GIVEN ON BUS PASSES WITH CREDIT!**



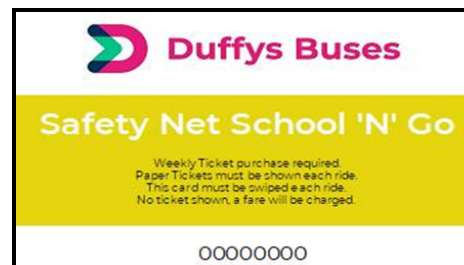
**Fully Funded by Queensland Transport – NO FARE OWED**



**Partly funded by Queensland Transport – PART FARE TO BE PAID**



**No funding from Queensland Transport – FULL FARE OWED**



**Safetynet option – Contact Office for more details**

## TERMS & CONDITIONS

*Passes must be swiped every ride – including transfers!*

*All fares must be paid on the day of travel!*

*All tickets must be shown when transferring or a fare will be charged.*

*All SafetyNet weekly tickets & bus passes must be shown each ride or a fare will be charged.*

**NO REFUNDS GIVEN** so carefully choose the amount of credit you load onto your card.

**NO CREDIT GIVEN** to replacement passes that have been processed.

*Cards that are not physically damaged are replaced free of charge and balances transferred.*

*All lost/damaged/stolen bus passes will incur a \$20 replacement fee. Balances transferred to new card. Only first bus pass is issued free.*

*Students have 3 days to replace lost/stolen/damaged bus passes.*

*All cards remain the property of Duffy's City Buses and if not being currently used must be returned.*

*Parents/Guardians are responsible for informing Duffys City Buses of any change in circumstance i.e. Change of school, change of address, change of guardianship. Unreported changes will automatically deactivate the pass.*

*Parent/Guardians of students whose details change have 7 Days from date of change to contact Duffys. Failure to do so will see bus passes deactivated.*

*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 Duffys Buses Policy and Procedure will automatically deactivate the bus pass.*

*Deactivated Cards will automatically trigger QTMR's Code of Conduct for School Travel and may lead to suspension from all travel.*

*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 deactivated.*

*Red & Blue cards are only valid whilst being live in the QTMR system. Students whose registration ceases with QTMR will have their cards automatically deactivated*

## General Information

**LOST PROPERTY**—If you leave anything behind on one of our services please check with the driver of that service. If it is not found, please contact our office – do not ask other drivers.

**ALL LOST PROPERTY MUST BE COLLECTED FROM OUR OFFICE**

**NO REFUNDS GIVEN-SO CHOOSE TOP UP AMOUNTS CAREFULLY!**

### **NO EATING OR DRINKING ON THIS BUS-**

*S128 Part 9 of the Transport Operations (Passenger Transport) Regulations 2005 states*

*“A person must not consume food or beverage in a public passenger vehicle without the permission of the operator or driver of the vehicle”.*

**MOBILE PHONES**—Please for the safety of other passengers do not distract the driver with unnecessary loud chatter on your mobile device.

### **IMPORTANT FOR SCHOOL TRAVEL**

- Remember to let Duffys Know if your details have changed...
- Bus Passes must be swiped every ride!
- Lost / Damaged Passes require replacement. Cost \$20. Only 1<sup>st</sup> bus pass is issued free of charge.

### **HOW TO TOP UP YOUR CARD ONLINE**

To top up your swipe card visit Duffys website click on “Top up Swipe Card” and **PRINT THE RECEIPT...** give the receipt to the driver who will top up your swipe card.

Travellers **must check all schedules** before using any Duffys service to ensure you have the latest timetables.

All passengers can check the town and school services on our website.

For all information regarding school and city services please visit our web- site at

[www.duffysbuses.com.au](http://www.duffysbuses.com.au)

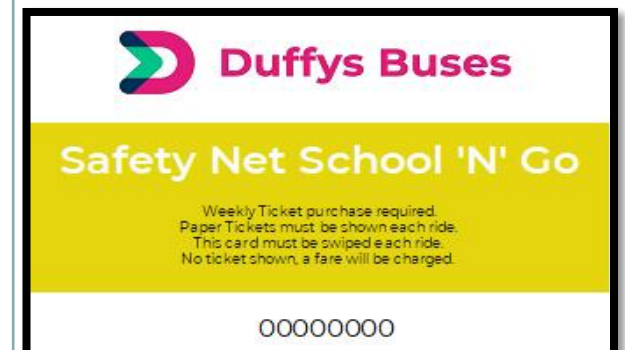
Call our office if you have any questions.

### **Duffy City Buses**

43 Charlie Triggs Crescent  
Bundaberg Qld 4670  
Phone: 1300 383 397  
Fax: 07 3154 2811

E-mail: [info@duffysbuses.com.au](mailto:info@duffysbuses.com.au)

[www.duffysbuses.com.au](http://www.duffysbuses.com.au)



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