



HARTPURY COLLEGE TRANSPORT RIDER USAGE AGREEMENT 2025 – 2026

All Home to College transport is contracted and managed on behalf of Hartpury College by **Zeelo**. All students who use this transport are required to comply with **Zeelo's** Terms and Conditions listed below. Please ensure you have read, understood and ticked acceptance of these Terms & Conditions of use for Transport when making your transport application.

1. Definitions

Purchase - the act of acquiring a ticket, establishing the obligation to pay and securing a seat on Hartpury transport services.

Payment - the timing, method, and conditions under which payment for the ticket must be made.

2. Context

Hartpury College recognises that transport is a major cost consideration for students and their parents or guardians. The costs of Home to College transport are significantly subsidised by Hartpury College. To minimise the price of tickets, once a pass has been purchased, it is non-refundable and can-not be transferred to an alternative pass type.

Hartpury Transport provision, both minibuses and coaches, operates upon a timetabled system on established routes. The published routes cover most major cities, towns and larger villages in a 90 minute radius of Hartpury and can be found [here](#) :

3. Conditions of travel

All students are required to purchase a ticket via the Zeelo App prior to boarding their bus. The ticket QR code must be presented by each student at point of boarding to allow the driver to register each student on board for each journey.

For all ticket types, ticket holders are initially allocated a seat to every journey for the duration of that pass. It is the responsibility of the student to cancel themselves from days when they are not attending college.

4. Zeelo Account

All students who wish to access Hartpury Home to College Transport must register for an account with Zeelo <https://app.zeelo.co/rides/hartpury-college-2526>.





Accounts should be set up by the parent/guardian as the main account holder¹. Rider details must include the student's correct name, email address, contact number, date of birth and student year (1st year or 2nd year) as well as emergency contact details.

5. Ticket Options

Hartpury offer a choice of ticket types and payment options:

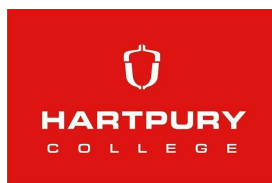
- **Annual Pass** – Provides for travel throughout the academic year (1 September 2025 to 19 June 2026) from the specified Zone. It can be purchased via a single payment or via 3 or 6 month Direct Debit options below.
- **Half Year Pass** – This ticket provides travel from the start of the academic year to February half term (1 September 2025 through to 13 February 2026) Half Term. It can be purchased via a single upfront payment or via the 3 month Direct Debit options.
- **Post February Half Term** – This provides travel from 23rd February 2025 to 19th June 2026 inclusive. It can be purchased via a single upfront payment or via the Post February Half Term Direct Debit Option.
- **Apprentice Pass** - If studying as an apprentice, students can choose this ticket option which allows travel for **one day per week only** throughout the academic year. Apprentice passes will not be available to other users.
- **Single Tickets** - Bookable singles tickets will be released in September, subject to available capacity. These assist residential students who wish to use Hartpury transport on an ad hoc basis for travel to and from home.

6. Ticket Prices

Ticket costs are based on the zones below, reflecting the distance travelled to Hartpury:

Zone 1	Less than 10 miles
Zone 2	10-20 miles
Zone 3	Over 20 miles

¹ In addition, "Followers" can be added, this allows account holders to include details of anyone who needs to be kept updated with tracking and live service updates. Please see the help guide on the booking platform for further details.



Hartpury Home to College Transport Prices 2025/26

Ticket Type	Ticket Cost		
	Zone 1	Zone 2	Zone 3
Annual	£1,000	£1,299	£1,395
Pre February Half Term Pass	£840	£1,095	£1,175
Post February Half Term Pass	£360	£470	£500
Apprentice Pass	£235	£310	£330

7. Cancellation, Renewals & Refunds

The cost of travel is subsidised for all students by Hartpury College. With the exception of paragraphs 8 & 9 below, **once a pass has been purchased, it is non-refundable (either in whole or in part) and can-not be transferred to an alternative pass type. Tickets are also non-transferable to another student.**

Irrespective of change of circumstances or usage, the following rules apply:

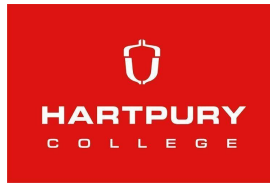
Annual pass	Rider is liable for payment for the whole of the academic year
Half Year Pass	Rider is liable for payment to 13th February 2026
Post February Half Term Pass	Rider is liable for payment from 23rd February to the end of the academic year.

8. Cancellation, Renewals & Refunds prior to joining Hartpury College

- Year 1 students** who have a confirmed place at Hartpury College, can pre purchase their ticket via the Zeelo App. However, if circumstances change and they no longer require transport, they can cancel their booking by contacting Zeelo contact@zeelo.co by **29th August 2025**. Cancellation up to this date will receive a full refund.

Cancellations requested after **29 August 2025**, will only be granted if the student has not been offered a place at Hartpury or if they have been offered and accepted a residential place in Hartpury accommodation.





- **Year 2 Returning Student Renewals** Current Year 1 students who require transport in Year 2 need to rebook their travel for the next academic year via the Zeelo app. If circumstances change, and they wish to cancel their ticket purchase for Year 2, they need to advise Zeelo by 31st July 2025 to receive a full refund.

Requests for cancellations after 31 July 2025 will only be granted if the student is moving into Hartpury residential accommodation.

9. Changes to Transport Routes, Stops and timetables.

Students will be allocated specific bus stops, based on their home postcode, along the published routes. In exceptional circumstances, students are able to request additional stops on the published routes. However, in all instances, it is at the sole discretion of Hartpury/Zeelo as to whether requested stops can be accommodated.

Students purchasing a ticket accept that, in order to offer greater access to Hartpury, some routes to College cover long distances and the planned journey time may be up to 90 minutes each way.

Zeelo & Hartpury reserve the right to change the vehicle, routes, stops and timetable on any route throughout the year to make the transport provision as efficient as possible.

In particular, students should be aware that there may be a **period of adjustment** of both routes and timetable in the **first half term of the academic year**.

10. Travel Disruption

Students purchasing a ticket accept that there may be some changes and delays to the transport provision due to unforeseen circumstances such as:

- The area around Hartpury and along some of the routes, is prone to occasional flooding. During these periods buses are required to follow diversions that are safe for our students and bus operators but result in a longer journey time.
- Similarly, journeys may be disrupted due to other adverse weather, road works or mechanical or staff issues.

In such events, Zeelo will communicate any changes, delay or cancellation of the service to all booked students via the Zeelo App at the earliest opportunity.

11. Student Expectations and Behaviour

A student who sets up an account with Zeelo, is agreeing to the following:

1. To treat the driver and all passengers with respect and consideration.
2. To respect the timetabled route and to arrive at the designated bus stop at least 5 minutes prior to departure. Students will have access to live tracking via the Zeelo App.
3. To wear a seat belt at all times when the vehicle is in motion (this is a legal requirement)





4. To remain in their seat for the full period of the journey & to not distract the driver by moving around the cabin or making loud noises. Passengers may speak to the driver to make them aware of an emergency.
5. Smoking, vaping (or the use of electronic cigarettes) is not permitted during journeys.
6. To take any litter with them or place it in the rubbish bag on the bus.
7. To treat the bus with respect. Any vandalism to any bus will be investigated and any damage charged to the individual(s) concerned.
8. To close any windows that have been opened on the bus prior to disembarking.
9. To not throw anything out of the bus windows.
10. To keep all footwear off the seats and store any bags safely throughout the journey.
11. To ensure booking details are accurate on a weekly basis.

Failure to comply with any of these Terms and Conditions may result in the withdrawal of your place on Hartpury College transport.

If the driver feels the behaviour of one or more passengers on his or her bus falls below the minimum level required, he or she may stop the bus and report the incident. The driver will not continue the journey until the behaviour has improved or he or she has been cleared to do so. Transport will not restart until all students are seated and wearing their seat belts.

Any student refusing to wear a seat-belt may be required to leave the bus and they will be reported to college authorities and may be subject to disciplinary action.

Zeelo will investigate incidents and students who disrupt the journeys will be reported to college authorities and may be subject to disciplinary action.

12. Damage

Any student causing damage to a bus will be reported to college authorities without fail and will be subject to disciplinary action.

Students are responsible for payment of damage which they may cause beyond normal wear and tear during their journey. The cost of repairs is the liability of the student or recognised parent or guardian as appropriate. An administration charge of £20 will be added to each invoice for damage repairs. Unreasonable, wilful or malicious damage will be dealt with as a disciplinary matter.

13. Queries

Hartpury Transport is managed by Zeelo who operate a 24/7 Customer Service Center. In all instances, students are to direct any questions or feedback regarding transport provision, ticketing or disruption to Zeelo through one of the following channels.





Telephone Call us 0330 808 3306
Email contact@zeelo.co
Live chat zeelo.co/contact