



Brockenhurst College

Travelling to Brock 2018/19

To order your travel pass please visit the online BrockShop
Bursaries are available for lower income households

Contents

2018/19 Travel - An Introduction	2
Financial Support	2
Travelling by Bus	3
Travelling by Car	3
Travelling by Train	4
Travelling from the IOW	5
Useful Contacts	5
The Online BrockShop	6
Purchasing Your Pass	7
Travel FAQ	8 - 10
Travel Code of Conduct	10
Travel Refund Policy	11 - 16

2018/19 Brockenhurst Travel - An Introduction

Brockenhurst College provides subsidised travel to students via the national rail network and an extensive network of College bus routes. Annual and termly passes are available with the option to spread the cost of passes through instalments at no additional charge.

Travel passes are purchased through the online 'BrockShop' (alternative payment methods available in exceptional circumstances - please contact the Student Finance & Travel Coordinator); travel products will be published 16/07/2018. Rail passes are collected during enrolment/at the start of each term and bus passes are sent directly to the student's primary residence (as per application paperwork unless otherwise advised).

A full refund for travel passes purchased is offered should an applicant choose not to enrol. All other refunds are on a termly/pro-rata basis; restrictions apply - please see the BrockShop & Travel Refunds policy (included at the end of this guide and attached to all online travel products) for more information or contact the Student Finance & Travel Coordinator.

To enable hassle free transactions we offer re-occurring card payments (RCP) rather than direct debits through the BrockShop for our termly and annual products. If you choose to spread the cost through instalments please note you are required to set up RCP and are liable for payment in full for the stated period. If you are not in a position to utilise re-occurring card payments or your card is due to expire before the final instalment date, please email travel@brock.ac.uk before purchasing.

Financial Support

Subject to a completed application and attendance/performance commitments, students eligible for the College's 'Discretionary Bursary' will receive discounted travel (when purchased through the College) at a rate of 50%. Students eligible for the 'Vulnerable Bursary' can opt to use this fund to purchase a travel pass. Guidelines and eligibility criteria for bursaries and financial support are available on the College website.

Bursary applications for the 2018/19 academic year can be made 01/06/2018 onwards - forms are available for download from the 'Bursaries' tab of the College website. If you have applied for financial support you are advised to wait until your eligibility is confirmed (at which point you will be directed to the discounted product/advised how to proceed) before purchasing. Bursaries for 19+ students and those in receipt of an Advanced Learner Loan are also available - please see <https://www.brock.ac.uk/sixth-form/bursaries-financial-support/> for full details.

Travelling by College Bus

Brockenhurst College is pleased to announce that its 2018/19 bus services will be operated by Go South Coast (GSC) - the UK Bus Awards Top Shire Operator for 2017 and winner of the route ONE Large Bus Operator of the Year award in 2017.

The College bus network covers an area bounded by Salisbury, Wimborne, Southbourne, Milford-on-Sea, the Waterside and Romsey with multiple services running from areas such as Ringwood, Lymington and the Waterside (routeing from 2017/18 largely duplicated). For 2018/19 the C13 route has been extended to include Corfe Mullen and Broadstone.

Termly and annual (academic year) bus passes for use on College services are available for purchase via the online BrockShop with up to 32 services running daily. Buses arrive at College each morning for 0850hrs and depart 1630hrs. Please see the bus timetables on the College website for stop information and timings.

For greater flexibility, purchasers of a College pass will be issued a smart card (the 'Key') which will also be valid for travel on a flash basis on the BlueStar 6, 8 & 9 and the MoreBus X1/X2, X3 & X6 services. Passes valid on a flash basis are not scanned upon boarding however drivers will permit passage to students bearing an in-date Key. Annual (academic year) pass holders will be able to use the above services 07/09/18 - 05/07/19 without restriction. Termly pass holders will have access to the above GSC services on a flash basis during term time however their Key will expire at the end of the purchased term (e.g. 19/12/18 for the autumn term with a new Key purchased and issued for the winter term).

For members of the public and students wishing to utilise College services on an ad-hoc basis, single and return fares are available on all College services (except the 483) - fares paid directly to the driver with contactless payment available.

Students attending courses at the Construction & Marine Technologies Training Centre may use the dedicated 483 Skills Centre service. This bus is free of charge and departs from Brockenhurst College at 0910hrs, picking up additional students from Hythe Ferry, returning at 1615hrs to connect with the main Brockenhurst services.

Travelling by Car

We strongly advise students to use public/College transport to travel to College; this is typically far cheaper, safer and more environmentally friendly in our sensitive location. Students wishing to drive to Brockenhurst must purchase a parking permit (£45.00 for the academic year) if parking on campus. Permits will be available for purchase via the online BrockShop from 01/09/2018 and are posted directly to the learner's primary residence.

- By purchasing a permit students confirm that their vehicle is roadworthy, has a current MOT certificate (where applicable) and is both taxed and insured.
- Student parking permits are valid for parking in the student car park only; vehicles found parked in the staff and visitor car parks may be clamped and/or towed.
- The Brockenhurst Site Officers and the Student Liaison & Security Officer regularly undertake permit checks in all car parks and vehicles parked without authorisation may be clamped.
- Students are requested to respect local residents by not parking in or around the village.

Travelling by Train

Brockenhurst train station is conveniently located on the Weymouth - Waterloo line and the College campus is a safe and easy 7 minute walk from the platforms.

Brockenhurst College offers scholar's season passes for travel to Brockenhurst station (BCU) through our agreement with South Western Railway (SWR). These student exclusive tickets are issued termly by the College (rail ID photocard required) and for 2018/19 validity has been increased to include evenings, weekends and half-terms (i.e. unrestricted travel from the origin station to BCU 07/09/18 - 19/12/18, 07/01/19 - 05/04/19 and 23/04/19 - 05/07/19 providing the relevant pass is purchased).

All tickets are issued termly (including those tickets purchased for the full academic year) - please make a note of the ticket expiration date and remember to collect the subsequent term's ticket before breaking up for Christmas/Easter. Brockenhurst will use a variety of communication methods to advise students to collect their new pass however it is the student's responsibility to ensure they have the most up to date ticket available.

Important Information for Train Users

- **Scholar's season passes can only be issued once associated with a Rail ID Photocard.** Please bring a passport sized photograph when collecting and we will create one for you. An existing Rail ID (not 16-25 Young Persons) can be used if desired. It may be possible to produce passport sized photographs at time of collection (charges apply) however this is not guaranteed and should not be relied upon - please supply the correct photograph if possible.
- **Season passes are valid for travel only when presented with the associated Rail ID.** If you are unable to present both when requested then Revenue Protection Officers will likely issue you with a penalty fare notice. Please carry both your Rail ID and season pass at all times when travelling on the train, if you discover you have forgotten/lost either, please purchase a return ticket for the day and contact the travel department for a replacement if necessary.
- **Travelling on the national rail network without a valid ticket is an offence** - Revenue Protection Officers operate on the routes into Brockenhurst and may fine and/or prosecute any student not in possession of a valid ticket. If you are issued with a penalty fare please appeal/pay it immediately (instructions/condition of appeal can be found on the reverse of the notice) - failure to do so within the specified time frame will result in substantial administration charges and may lead to prosecution.
- You will need to **purchase a ticket for inbound travel when collecting your season pass** during enrolment - please do not attempt to travel without a ticket. For subsequent terms you will be able to collect pre-ordered season passes in advance (subject to purchase before the recommended deadline).

Travelling from the Isle of Wight

Students travelling from the Island have a number of route options, although the majority prefer the Wightlink service between Yarmouth and Lymington Pier. Brockenhurst does not provide a ferry ticket ordering service but can verify student attendance at Brockenhurst (or provide confirmation of application if not yet enrolled) if requested. Please see ferry operator websites below.

www.wightlink.co.uk

www.redfunnel.co.uk

Academic season passes for rail travel from both Lymington Pier and Southampton Central are available from the BrockShop and offer the greatest flexibility in terms of ferry arrival/departure times. IoW residents wishing to purchase a rail pass through the College should access the BrockShop by following instructions on the next page, select 'Travel Payments', expand 'Train Travel' and then select 'Zone L' for Lymington Pier or 'Zone S' for Southampton Central.

Red Jet/Red Funnel passengers preferring to use a bus to travel from Southampton to Brockenhurst are advised to board the Blue Star 6. A BlueStar 'network' pass can be purchased direct from BlueStar at £215.00 for 90 days/£720.00 annually. Please note this pass is not valid on the Brockenhurst services.

In the unlikely event of adverse weather affecting crossings we will alert all students likely to be affected and, if necessary, advise an early departure. We request that IoW students inform Brockenhurst as to their chosen method of travel and update the College as to any changes in their phone number/email to ensure they are contactable at short notice.

Useful Contacts

Brockenhurst College, Lyndhurst Road, Brockenhurst, SO42 7ZE

Switchboard	01590 625555	
General Enquiries		enquiries@brock.ac.uk
Student Finance & Welfare Advisor	01590 625328	
Bursaries & Financial Support Enquiries		financialsupport@brock.ac.uk
Student Finance & Travel Coordinator	01590 625533	bthomson@brock.ac.uk
General Travel Enquiries		travel@brock.ac.uk
Online Payment Enquiries	01590 625376	brockshopenquiries@brock.ac.uk
Learning Difficulties & Disability Coordinator		tmiller@brock.ac.uk
Admissions Administrator	01590 625507	admissions@brock.ac.uk
International Department		international@brock.ac.uk

The BrockShop

All travel is purchased via the online BrockShop which can be accessed through the Student Portal on the College website (www.brock.ac.uk) or via the link at the base of the Travel page. College bus timetables and details of 2018/19 travel costs can be found on the 'Travel' page of the college website as downloadable PDFs.

Payments for resources, materials, uniforms, textbooks, offsite activities, music lessons, etc. should also be made through the online BrockShop. Cheques are not accepted however cash and card payments can also be made at the Travel & BrockShop hatch in M-block (main campus and limited opening hours - please see shop signage for details). Please note payment must be made online if opting to pay in instalments for a travel product.

The Student Portal is accessed via the large red 'PORTALS' button found in the top right hand corner of the College website. Applicants should sign in using their student number (typically a 6 digit number starting 20#### - please omit the final character at the end if using your offer letter as a reference) and DOB (please use the DD/MM/YYYY format). Signing in will take you through to the Student Portal where you will find the Travel Map and BrockShop links.

Clicking on 'Travel Map' (top right) will bring you to a screen with an interactive map. The system will have identified the nearest station/stops to your residence - click on the desired station/stop and then the 'Select this Stop' hyperlink (Isle of Wight residents please bypass the map and click on the BrockShop link). Please make a note of this station/stop as you will require it later.

The 'Travel Map' link will pre-select a zone on the next screen with annual and autumn term passes available (passes for the winter/spring and summer terms will be published throughout the year).

Please note that rail products for those stations frequently requested only are automatically published (360 products would otherwise be required) – products for the remainder (full list available within the BrockShop) can be requested by emailing travel@brock.ac.uk.

Students eligible for the Discretionary Bursary (DB) will also see 'subsidised' products and should select these to receive the additional 50% discount (e.g. 2018/19 **Subsidised** Bus Pass - Zone 1 - ... etc.). If you have been accepted onto the DB and cannot see the equivalent subsidised product please email travel@brock.ac.uk.

Students eligible for the College's 19+ and Advanced Learner Loans bursaries should contact financialsupport@brock.ac.uk to discuss their travel arrangements before proceeding.

Autumn Term / Annual (Academic Year) Passes & Instalments

With termly and annual products you have the option of purchasing travel for the term/academic year in full by selecting 'Pay Total' or to spread the cost (at no extra charge) by selecting 'Instalment 1 (Deposit)' and setting up recurring card payments (RCP). **Please note no pass will be ordered if you opt to pay by instalments but do not to set up RCP.**

When paying in instalments a £1.00 payment (for annual and autumn term products this is scheduled to come out 22/08/2018) is factored into the total cost of all travel passes and enables the system to test that RCP have been successfully established. Should this payment be declined we will contact you and, if necessary, guide you through the correct process for setting up RCP (rail users will be unable to collect their pass until updated payment details are provided). Please note if you are paying by instalments but purchase after 22/08/2018 you will need to pay the deposit and any outstanding instalments as one lump sum (system will automatically amalgamate these) and set up RCP for the remainder of the instalments).

Bus users must select their desired station/stop from the drop down list within the product, failing to do so will result in a delay in producing your pass.

To set up recurring payments all three statements in the 'Recurring Credit Card / Debit Card Payment Options' section at the base of the payment screen must be set to "Yes - ..." before purchasing. If your card expires before the final instalment date please contact travel@brock.ac.uk before proceeding, quoting student name, number and desired product in all correspondence. Please ensure you select the Instalment 1 (Deposit)' option ('DUE NOW' if purchasing after 01/08/2018) when setting up recurring card payments.

Before agreeing to the terms and conditions on the following screen, please ensure there is an email address in the contact field as this will be used to query your stop/station if necessary.

Please then proceed to the final screen to make payment. To authorise the online payment your bank may require you to input part of your Visa Verification/MasterCard SecureCode - please have this to hand.

Please note that with term specific products (i.e. not annual) a pass will NOT be automatically ordered for subsequent terms. The winter/spring term products will be published November 2018 with a deposit deadline of 30.11.2018.

Travel FAQ

When/where can I use my pass?

For 2018/19, validity of scholar's rail passes has been increased to include evenings, weekends and half-terms (i.e. unrestricted travel from the origin station to BCU 07/09/18 - 19/12/18, 07/01/19 - 05/04/19 and 23/04/19 - 05/07/19 providing the relevant pass is purchased). 2018/19 bus Keys are valid for use during term time on the College service specified on the reverse of the Key and on the BlueStar 6, 8 & 9 and the MoreBus X1/X2, X3 & X6 services (on a flash basis) – see annual/termly BrockShop products and/or Travelling by Bus section of this guide for full details.

I'm not in College every day, should I purchase a College bus pass/scholar's season pass?

For students travelling by train 4 days or less per week it may prove cheaper to purchase daily return tickets direct from the platform/station - please see www.nationalrail.co.uk for comparable ticket prices (for leamers in receipt of the Discretionary Bursary it will almost always prove cheaper to purchase through the College). For bus users on a timetable of 3 days or less a week a termly discount can be claimed (refund application required). All College buses carry a cash float for ad hoc ticket sales.

What happens if I lose my bus pass?

Replacement bus passes can be purchased online or from the BrockShop in M-Block at a cost of £15.00. Replacement passes are produced externally and sent directly to the student; a temporary pass should be collected for use while awaiting delivery of the replacement (temporary passes are collected in person from the BrockShop). It is the student's responsibility to ensure they have a valid (in-date) temporary pass and temporaries are not valid for use on the wider bus network.

What happens if I leave my bus pass at home?

Providing the student has purchased a College bus pass for the period (and has not previously been advised to purchase a placement - e.g. following loss/defacement), a free, single journey pass for the return leg can be collected from the BrockShop during opening hours - **temporary passes are not issued in the bus park/outside of BrockShop hours**. Students travelling without a pass (e.g. travelling to College) will be liable for the standard fare (payable to the driver) and reimbursement is not available for costs incurred.

What happens if I miss the bus at 1630 hrs?

College buses depart at 1630 hrs. Should you miss your bus the College will endeavour to get you home safely and quickly by whatever means are available at the time. Please note that students/parents will be wholly liable for any costs (e.g. taxi fare or rail ticket) incurred.

What happens if I lose my scholar's season rail pass?

A 'Duplicate Season Ticket Application' will need to be collected from Student Services/BrockShop, completed and then returned to the College to be countersigned and forwarded to South Western Railway (SWR). Please ensure daily tickets are purchased whilst awaiting the duplicate issue - SWR may refund these upon application and students are advised to retain where possible. The refund request and all retained tickets should be submitted to the College no later than 5 days after the duplicate ticket is collected. A £15 administration charge is applied to all replacement passes and SWR typically only permit one replacement within a rolling 12 month period.

What happens if I get a fine for travelling on the train?

If you have simply left your ticket at home that day you may be able to appeal the fine (time constraints/other restrictions apply - see reverse of fine for details). **Please appeal/pay the fine immediately** - failure to do so within the specified timeframe will result in substantial administration charges and may lead to prosecution.

What happens if I live between two homes?

Where a student travels between parents living at separate addresses (or similar situation), we can arrange to supply a bus pass valid for both destinations. The charge applied would be for the higher priced journey. Please contact travel@brock.ac.uk before ordering. Multi-station academic season passes for rail users are not presently available however it is possible to break a journey with a scholar's season pass (e.g. a Poole to Brockenhurst journey can be broken at Christchurch).

What happens if I choose not to enrol at Brockenhurst?

In the unlikely event that you choose not to enrol at Brockenhurst we will refund upon receipt of a refund application and/or confirmation of applicant withdrawal. Please refer to the travel refund policy for more information.

I'm planning on driving; do I need a parking permit?

To park on the Brockenhurst site you will need to purchase and display a parking permit. These are available for purchase online - vehicle registration details required - and will be dispatched/made available for collection once the autumn term commences.

I'm travelling from the Isle of Wight; what are my options?

Students travelling from the IOW need to make their own arrangements for a ferry pass with either Wightlink or Red Funnel and should request a student rate - Brockenhurst College will confirm your place at college if requested by the ferry operator (please see their respective websites for current offers). IoW students can then either purchase an academic season pass from the College for rail travel from Lymington Pier/Southampton Central or organise alternative transport on the mainland.

I've been accepted into the Ultima Beauty Academy, how do I organise travel to New Milton?

Students who will be studying at our New Milton site are advised to email travel@brock.ac.uk to establish the most cost effective method of reaching Ultima. A free rail pass for onward travel from Brockenhurst is available in certain circumstances (e.g. student purchases a rail pass from Southampton to Brockenhurst and the College provides a free rail pass for onward travel from Brockenhurst to New Milton).

Do I need to update my annual rail ticket?

Academic season passes are issued termly by Brockenhurst in August/September, December and March and clearly state their expiration date. Brockenhurst will use a variety of communication methods to advise students to collect their new pass however it is the student's responsibility to ensure they have the most up to date ticket available. Please note: **irrespective of purchase date an academic season pass is not valid for travel until it is associated with a Rail ID** - if you do not have an opportunity to collect your new pass before breaking up at the end of term please purchase a ticket for inbound travel on your first day back. Appeals against fines received for travelling in to collect your new pass without a valid ticket are unlikely to be successful.

When do bus passes expire?

Purchasers of a pass for the 2018/19 academic year will not need to update their Key; it will remain active until the end of the academic year (05/07/2019). Passes held by students who have opted to purchase travel on a termly basis will automatically deactivate on the final day of the respective term (e.g. 19/12/2018 for the autumn term). Students may be asked to surrender their pass to the driver on the outbound leg of the final journey.

What happens if I withdraw from Brockenhurst and wish to cancel my termly bus pass?

Excepting withdrawal from College in September, no refund is available for partial use of a term; if paying by instalments payment will still be collected in full for that term. Please see the full refund policy for more information.

What happens if I withdraw from Brockenhurst and wish to cancel my annual bus pass?

Annual bus passes are sold on a full academic year basis; refunds are available only in the event of withdrawal from Brockenhurst College (refund is also available should a learner not enrol at Brockenhurst). In the event of withdrawal during the month of September 2018 a pro rata rate (based on the higher rate termly charge) will be calculated for full September usage. In the event of October onwards withdrawal from Brockenhurst, usage will be calculated on full term (of withdrawal) use (again based on the higher rate termly charge). Please note that due to the revised instalment structure for annual passes, Brockenhurst College may need to collect RCP after the Key has been returned to ensure receipt of the full equivalent term rate (for term of withdrawal) - any resulting overpayment will be refunded.

What happens if I wish to cancel my rail pass?

The pass should be returned to the College immediately. Brockenhurst will send returned passes to SWR who will calculate a pro-rata refund. Please note that the usual College refund timescale does not apply to passes returned to external suppliers such as SWR and there are likely to be external administration charges. Please note that due to the revised instalment structure for 2018/19 passes, Brockenhurst College may need to collect RCP after the pass has been returned to ensure receipt of the full equivalent term rate (for term of withdrawal) - any resulting overpayment will be refunded.

If my situation changes, am I able to switch from bus to train or vice versa?

In principle, any outstanding/anticipated costs to cover the first method of travel will be added to a pro-rata charge for the new method of travel. An online product specific to you may need to be created to facilitate this change - please contact travel@brock.ac.uk for more information.

I drive/have a train pass; can I still use the College buses?

Excepting the 483, all College bus services are registered and open to the public - anyone, including learners who typically make their own way into College, can therefore use Brockenhurst bus services as/when required and single/return tickets are available on the bus.

Travel Code of Conduct

Brockenhurst College has worked extremely hard to achieve an effective working relationship with our transport providers and maintain a good rapport with the local community. Students are expected to behave in a polite and courteous manner both on and off the campus and when using bus, rail or ferry transport to and from the College.

The following are several examples of what could be deemed unacceptable:

- Attempting to travel on a bus or train without a valid ticket/pass
- Acting in an anti-social, aggressive or abusive way, or using language likely to cause offence to fellow passengers or transport staff.
- Bullying or harassment of other students, staff or passengers
- Failure to comply with any legal and/or health & safety regulations in place
- Undermining the social standing of the College within the local community

The above is not an exhaustive list and students should be aware that disciplinary action may be taken against anyone found to be bringing the College into disrepute. If deemed necessary this may result in expulsion from Brockenhurst College.

If you have any queries regarding the above, encounter an issue that affects you or have concerns with student behaviour please contact travel@brock.ac.uk and/or speak to the team in Student Services.

BrockShop Refund Policies

The following policies cover all transactions including, but not limited to, payments for travel passes and parking permits, offsite activities, resources, etc. processed through the BrockShop for the 2018/19 academic year by way of online transaction (including those processed on Brockenhurst College grounds), cash transaction and card (credit and/or debit) transaction (including contactless payments) processed via a PDQ over the phone and via a PDQ in person.

Brockenhurst College Travel Offer and Refund (Travel Specific) Policy

- 1) The BROCKENHURST COLLEGE Travel Offer and Refund (Travel Specific) Policy has no bearing on payments made prior to date of publication and relates exclusively to academic travel passes and parking permits purchased through BROCKENHURST COLLEGE for the 2018/19 academic year (AY) (07/09/2018 – 05/07/2019 inclusive) or part thereof.
- 2) All refunds in respect of travel passes are at the discretion of the Student Finance & Travel Coordinator (SFTC) and Brockenhurst College Senior Management Team (SMT).
- 3) Unless expressly stated in the following policy, all approved refunds in respect of travel passes are subject to a Brockenhurst College Travel Department (BCTD) admin charge of £10.00
- 4) Refund method will depend on original payment method. Refunds will typically credit the account within 3 working days if processed onto the original payment card, refunds via bank transfer will typically take 8 working days post-approval.
 - a) Where original payment was made online the refund will credit the original payment card
 - i) Where the original payment card has expired the refund will be by way of bank transfer (account details will be required).
 - b) Where original payment was made by cash/cheque the refund will be processed by way of bank transfer (account details will be required)
 - c) Where original payment was made via a PDQ the refund will be processed via bank transfer (account details will be required)
- 5) Unless expressly stated in the following policy, a completed refund application form (RAF) is required for all travel refunds.
- 6) Appeals in respect of travel refund decisions will be reviewed on a monthly basis by the SFTC and SMT and should be made in writing to:

Student Finance & Travel Coordinator
 Brockenhurst College
 Lyndhurst Road
 SO42 7ZE

Rail Passes

BROCKENHURST COLLEGE offers enrolled learners' scholars' academic season rail passes (SASRP) through an agreement with South Western Railway (SWR). SASRP are issued on a termly basis and available for purchase on a termly or 3 termly - academic year (AY) - basis.

- 7) Current SASRP pricing (as published 16/07/2018) relates to the 2018/19 AY only.
- 8) Once issued, SASRP are valid for travel between the origin rail station (ORS) specified at time of purchase and Brockenhurst rail station (BCU) between the start date and end date, as printed on the SASRP, providing both the SASRP and corresponding rail ID photo card (RIDP) are carried.
- 9) SASRP are valid for travel only with the corresponding RIDP.
 - a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of travelling without a SASRP and/or corresponding RIDP.
- 10) BROCKENHURST COLLEGE will not issue a SASRP without a valid RIDP.

Information correct at time of revision (16/07/2018). Services offered, routes, etc. may be subject to change.

- a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of failing to provide a valid RIDP or passport-type photograph (for RIDP creation as per SASRP product descriptions) at time of SASRP collection.
- 11) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred whilst travelling to collect an SASRP, irrespective of purchase date.
- 12) Where a purchaser has opted to pay for a SASRP through instalments and has not set up the required Recurring Card Payments (RCP), no order will be passed to SWR. The SFTC (or a representative of BCTD) will endeavour to contact the purchaser within 5 working days of identifying that RCP have not been set up.
- a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of failing to set up RCP at time of purchase/subsequent payments.
- i) BCTD advises that enrolled learners (and parent/guardians where applicable) ensure BROCKENHURST COLLEGE is advised of any changes to contact information in a timely fashion.
- 13) Where a purchaser has opted to pay for a SASRP through RCP and BROCKENHURST COLLEGE is unable to collect payment on the scheduled date(s), the initial and/or subsequent SASRP (for annual purchasers) will not be issued.
- a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred should a learner be unable to collect their SASRP.
- 14) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of purchasing (either payment in full or payment of all instalments due at time of purchase with RCP successfully set up) SASRP after any declared deadline for guaranteed collection in advance of SASRP start date.
- 15) In the event of loss a replacement SASRP may be obtainable from SWR through BCTD. The process typically takes 5-10 working days and a Duplicate Ticket Application (DTA) must be completed (DTAs available from the BrockShop Travel Hatch (BSTH) - Main Block MA26 - or by email to travel@brock.ac.uk).
- a) There is a non-refundable £15 charge for the replacement (payable online in advance of DTA completion or in person at time of completion).
- i) SWR will typically permit one DTA only within a rolling 12 month period
- ii) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred should SWR not replace SASRP in the event a second (and any subsequent) DTA is submitted within a rolling 12 month period.
- b) Further rail tickets (daily return tickets advised) must be purchased (from platform machine, ticket office, etc.) if continuing to travel by rail whilst awaiting a replacement SASRP. If these are retained by the ticket holder and passed to BCTD within 5 working days of replacement ticket issue date, BCTD will return them to SWR for refund consideration (completion of additional paperwork by ticket holder required at time of return).
- c) Refunds for tickets purchased whilst awaiting a replacement SASRP are at the discretion of SWR and will typically be processed by SWR onto the card used to purchase the individual tickets/via cheque if purchased in cash.
- i) SWR may apply an administration charge to the refund (£10.00 at time of print)
- ii) Unless circumstances require funds to be transferred via BCTD, administration charges do not apply
- iii) You may be required to share your contact information (e.g. mobile number/email address) with SWR to complete the refund.
- iv) The refund process for tickets purchased whilst awaiting a replacement SASRP has no official timeframe however typically takes 6 working weeks.
- 16) In the event of a learner withdrawing from College, the SFTC will endeavour to post any returned SASRP to SWR via a recorded service within 5 working days of receipt at BROCKENHURST COLLEGE.
- a) Returned SASRP will be treated as in use up until date of receipt (inclusive)
- i) SWR will calculate any refund, if applicable, on this basis and the process typically takes 4-6 weeks.
- ii) In the event a completed RAF has been received, the SFTC (or a representative of BCTD) will endeavour to process a pro-rata refund within 5 working days of confirmation from SWR of

returned SASRP value. Refund value will reflect the standard SWR refund processing fee (£10.00 at 16/07/2018)

- b) Where payment for a SASRP is being made in instalments, BROCKENHURST COLLEGE will continue to collect scheduled RCP until full equivalent term rate (for term of withdrawal) has been collected - this may include payment(s) scheduled for after the SASRP return date.
 - i) Any termly overpayment resulting from RCP collection will be immediately refunded.
- 17) Unissued rail tickets received by SWR within 28 days of the ticket start date (e.g. 07/09/2018 start date for the autumn term) are eligible for a full SWR refund less SWR administration charges. Unissued tickets returned after the 28 day deadline will be treated by SWR as in use up until the date of return and the amount refunded will reflect this.
 - a) Brockenhurst accepts no responsibility for reduction in refund value if uncollected SASRP are returned after the refund deadline.
- 18) Where SASRP for the full AY have been purchased, tickets for winter and summer terms are automatically ordered to ensure collection in advance of the end of previous term is possible.
 - a) If tickets for subsequent terms are not required the purchaser must inform the SFTC of this in advance of the end of the preceding term
 - i) A full refund cannot be guaranteed if the College is notified after this point.
 - ii) In the event a SASRP has already been produced, the SFTC (or a representative of BCTD) will return this to SWR and endeavour to process a pro-rata refund within 5 working days of confirmation from SWR of returned SASRP value. Refund value will reflect the standard SWR refund processing fee (£10.00 at 16/07/2018)
- 19) Where SASRP (both termly and AY sales) are not collected and a refund application is not received, the College reserves the right to return uncollected SASRP to SWR no less than 15 working days after the ticket start date (typically first day of relevant term – e.g. 07/09/2018 start date and 28/09/2018 return date for the autumn term).
 - a) Purchasers will be contacted by email and/or phone a minimum of 5 working days before the SASRP is returned to SWR.
 - b) The refund (application required) will be subject to an additional £25.00 administration fee.
 - i) Revenue generated through this additional fee will credit the BROCKENHURST COLLEGE 'hardship fund' and be used to support students who are experiencing severe financial hardship
 - c) In the event an uncollected SASRP is returned to SWR, SASRP for subsequent terms may not be automatically ordered
 - d) SASRP will typically only be retained by Brockenhurst past the 28 day deadline if directed to do so by purchaser.

Bus Passes

BROCKENHURST COLLEGE contracts (a) local bus provider(s) to provide its College bus services. College buses are registered public services open to enrolled BROCKENHURST COLLEGE learners, staff and members of the general public. BROCKENHURST COLLEGE offers enrolled learners discounted scholar's bus 'Key' cards (SBKC). SBKC are available for purchase on a termly or academic year (AY) basis and issued on a termly or one -per-AY basis accordingly. Cash fares are payable on all College services with single and return fares available; revenue generated from cash sales on College services does not credit BROCKENHURST COLLEGE.

For the 2018/19 AY, College services will be operated by Go South Coast (GSC) with BSKC also valid for travel on certain public services operated by GSC. At time of print, additional public service use (APSU) includes access to the BlueStar 6, BlueStar 8, BlueStar 9, MoreBus X1/X2, MoreBus X3 and MoreBus X6 services. APSU is not factored into the price of BSKC and is at the sole discretion of the service operator and their representatives.

- 20) Current SBKC pricing (as published 16/07/2018) relates to the 2018/19 AY only.
- 21) Termly passes are sold on a full term basis only.
- 22) No refund is available in the event a termly pass is issued and no longer required/desired

Information correct at time of revision (16/07/2018). Services offered, routes, etc. may be subject to change.

- a) Exceptions apply where a learner officially withdraws from BROCKENHURST COLLEGE within the month of September 2018 and returns their SBKC to BROCKENHURST COLLEGE.
 - i) In the event of September withdrawal a pro rata rate based on usage for month of September in full will be calculated. Any overpayment will be refunded following receipt of a RAF.
- 23) Annual passes are sold on a full academic year basis only.
- 24) No refund is available in the event an annual pass is issued and no longer required/desired
 - a) Exceptions apply where a learner officially withdraws from BROCKENHURST COLLEGE within the month of September 2018 and returns their SBKC to BROCKENHURST COLLEGE.
 - i) In the event of September withdrawal a pro rata rate based on usage for month of September in full will be calculated. Any overpayment will be refunded following receipt of a RAF.
 - ii) September usage will be calculated at the higher, termly rate
 - iii) Where payment is being made through instalments, BROCKENHURST COLLEGE will continue to collect scheduled RCP until equivalent 'September' rate received. Where RCP are to be collected to reach full payment for period, the amount debited from purchaser (fixed as per RCP schedule) may exceed equivalent 'September' rate; any overpayment will be refunded without the standard admin charge being applied.
 - (1) The purchaser may be presented with the opportunity to pay the balance in lieu of further RCP collection.
 - b) Exceptions apply where a learner officially withdraws from BROCKENHURST COLLEGE post-September 2018
 - i) In the event of withdrawal from College a pro rata rate based on full term (of withdrawal) usage will be calculated. Any overpayment will be refunded following receipt of a RAF.
 - (1) Termly usage will be calculated at the higher, termly rate
 - ii) The SBKC must be returned to BROCKENHURST COLLEGE in advance of the start date of the following term (e.g. for withdrawal in 2018/19 autumn term, SBKC must be returned pre - 06/01/2019)
 - (1) In event a SBKC is returned after this point, the College's service provider will be contacted to ascertain last date of use.
 - (a) If SBKC is determined to have been used post-start date of the term for which a refund has been requested, any refund will be for final term (if applicable) only.
 - (b) If purchaser is unable to return their SBKC then any refund agreed will be subject to an additional £25.00 administration fee
 - (i) Revenue generated through this additional fee will credit the BROCKENHURST COLLEGE 'hardship fund' and be used to support students who are experiencing severe financial hardship
 - iii) Where payment is being made through instalments, BROCKENHURST COLLEGE will continue to collect scheduled RCP until full equivalent term rate (for term of withdrawal) received. Where RCP are to be collected to reach full payment for period, the amount debited from purchaser (fixed as per RCP schedule) may exceed equivalent termly rate; any overpayment will be refunded without the standard admin charge being applied.
 - (1) The purchaser may be presented with the opportunity to pay the balance in lieu of further RCP collection.
 - 25) In the event of loss, replacement BSKC are obtainable through BCTD.
 - a) The production and delivery process typically takes 10 working days
 - b) There is a non-refundable £15 charge for the replacement (payable online via the BrockShop or in person at time of request).
 - i) BCTD will issue a temporary pass for use on BROCKENHURST COLLEGE bus services (i.e. not valid for APSU) whilst awaiting delivery of a replacement BSKC
 - (1) It is the responsibility of the learner to ensure they have a valid (in-date) temporary pass
 - (2) Temporary passes are issued from the MA26 BrockShop & Travel Hatch only
 - (3) Temporary passes are available in a physical medium only
 - 26) Users of College services are subject to spot checks in BROCKENHURST COLLEGE bus park and on College services

- 27) In the event fraud or attempted fraud is identified by BCTD, our service provider or their representatives, BCTD will immediately remove any learner complicit in the fraud from College services and confiscate any BSKC in their possession pending investigation.
- BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of BSKC confiscation.
 - BCTD reserves the right to remove any learner complicit in the fraud from all College services for the remainder of the calendar week (including confiscation of BSKC and loss of access to APSU).
 - BCTD reserves the right to exclude from College services indefinitely any learner complicit in the fraud without refund.
- 28) In the event an enrolled BROCKENHURST COLLEGE learner is excluded from BROCKENHURST COLLEGE, no refund will be given for the remainder of the term of exclusion.
- Where payment is being made through instalments, BROCKENHURST COLLEGE will continue to collect scheduled RCP until full equivalent term rate (for term of exclusion) received. Where RCP are to be collected to reach full payment for period, the amount debited from purchaser (fixed as per RCP schedule) may exceed equivalent termly rate; any overpayment will be refunded without the standard admin charge being applied.
- 29) Where a purchaser has opted to pay for a BSKC through RCP instalments and BROCKENHURST COLLEGE is unable to collect payment on the scheduled date(s), BCTD reserves the right to confiscate any BSKC issued until outstanding balance paid in full
- BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred during period of confiscation
 - BCTD may issue a temporary pass for use on BROCKENHURST COLLEGE bus services during the period of confiscation
- 30) BROCKENHURST COLLEGE will not provide reimbursement to BSKC purchasers for any costs incurred as a result of travelling without a BSKC (e.g. cash fares paid to operator for travel)
- 31) BROCKENHURST COLLEGE will not provide reimbursement for any incurred costs resulting from inability to travel on APSU with a SBKC
- 32) Unless a request is made to the contrary, SBKC are delivered to the purchaser's primary residence (PPR) as specified at time of application to College (unless subsequently amended by applicant/enrolled BROCKENHURST COLLEGE learner).
- PPR and full name of applicant/enrolled BROCKENHURST COLLEGE learner will be shared with service operator (GSC at time of print) to facilitate SBKC production and delivery.
 - BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of applicant/enrolled BROCKENHURST COLLEGE learner failing to provide up to date address details to BROCKENHURST COLLEGE.
 - The standard £15.00 SBKC replacement charge may apply to reissues resulting from an applicant/enrolled BROCKENHURST COLLEGE learner failing to provide up to date address details.

Student Parking Permits

- 33) BCTD offers student parking permits (SPP) to enrolled BROCKENHURST COLLEGE learners parking their vehicles on the BROCKENHURST COLLEGE campus. SPP are available for purchase from the BSTH or via the online BrockShop and must be purchased in advance of parking on BROCKENHURST COLLEGE campus.
- 34) Unless a request is made to the contrary at time of purchase, SPP are delivered to the PPR as specified at time of application to College (unless subsequently amended by applicant/enrolled BROCKENHURST COLLEGE learner).
- BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of applicant/enrolled BROCKENHURST COLLEGE learner failing to provide up to date address details to BROCKENHURST COLLEGE.
 - BROCKENHURST COLLEGE reserves the right to charge a £5.00 administration fee for replacement in the event a SPP is sent to an un-updated address.
- 35) SPP are non-refundable
- 36) SPP must be displayed at all times whilst on BROCKENHURST COLLEGE campus

- a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of not displaying a SPP when parking on BROCKENHURST COLLEGE Campus
- 37) SPP are valid for parking in the dedicated student parking areas only
 - a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of parking elsewhere on BROCKENHURST COLLEGE Campus

Brockenhurst College BrockShop Refund Policy

Policy wording will be updated to reflect 2018/19 product availability and conditions of sale in advance of product publication

Offsite Activities

Policy will be updated to reflect 2018/19 offsite activities in advance of product publication

Books, Resources, Equipment, etc.

Policy will be updated to reflect 2018/19 non-travel sales via the BrockShop in advance of product publication