



# Brockenhurst College

## Travelling to Brock 2019/20

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

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## An Introduction

<https://www.brock.ac.uk/travel>

Brockenhurst College provides subsidised travel via an extensive network of College bus routes. Termly and full academic year bus and rail passes (scholar's season passes from South Western Railway) are available with the option to spread the cost through instalments at no additional charge.

All our travel passes are available for purchase through the online 'BrockShop' and 2019/20 products will be published 01/08/2019. Rail passes are typically collected during enrolment/at the start of each term and bus passes are sent directly to the student's primary residence (as per College application) unless otherwise advised.

Monthly instalments for Brockenhurst travel products are available through the online BrockShop. If you choose to spread the cost through instalments please note you are required to set up Recurring Card Payments (RCP) online and are liable for payment in full for the purchased period. Cash and card payments are also available on site however we are unable to offer offline instalments - email [travel@brock.ac.uk](mailto:travel@brock.ac.uk) for details.

A full refund is available should an applicant choose not to enrol. All other refunds are on a termly/pro-rata basis; restrictions apply - please see the BrockShop & Travel Refund policy (included at the end of this guide and attached to all online travel products).

## Financial Support

<https://www.brock.ac.uk/bursaries>

Subject to a successful application and attendance/performance commitments, students eligible for the College's Discretionary Bursary (DB) fund receive a further 50% discount on travel passes purchased through the College. Once your eligibility for the 2019/20 DB fund has been confirmed, your BrockShop account will be updated to reveal the further subsidised products.

Students eligible for the 'Vulnerable Bursary' can opt to use this fund to purchase a travel pass and bursaries for 19+ students and those in receipt of an Advanced Learner Loan are also available. Guidelines, eligibility criteria and application forms for the 2019/20 academic year are available on the College website or can be requested by emailing [financialsupport@brock.ac.uk](mailto:financialsupport@brock.ac.uk).

## Travelling by College Bus

Brockenhurst's bus services are provided by Go South Coast - UK Bus Awards Operator of the Year 2018, UK Bus Awards Top Shire Operator 2017 & 2018 and Route ONE Large Bus Operator of the Year 2017 & 2018.

The College's extensive bus network covers an area bounded by Wimborne, Verwood, Salisbury, Romsey, Southampton, the Waterside, Milford on Sea, Bournemouth and Broadstone with multiple services running from the Ringwood, Lymington and Waterside regions.

Brockenhurst College continually reviews and heavily subsidises its bus provision and the 2019/20 academic year will see some of the biggest improvements to our provision in recent years. A new C17 service has been introduced along with new stops in **Bournemouth** (Wallisdown, Ensbury Park, Moordown, Castlepoint & Iford), **Southampton** (Nursling, Maybush, Shirley, Millbrook & Redbridge) and the **New Forest** (Hamptworth, Bramshaw & Pooksgreen).

Up to 28 College services run daily with buses arriving at College each morning for 0850 hrs (lessons start 0900 hrs) and departing 1630 hrs (lessons finish 1620 hrs). Please see our website for details of the 2019/20 service revisions including the new bus timetables and 2019/20 pricing (learners eligible for the Discretionary Bursary should view the DB variants).

Termly and full academic year College bus passes are available for purchase via the online BrockShop. Termly passes range in price from £100.00 - £427.50 (with monthly instalments starting at £33.50). Passes for the full academic year range in price from £475.00 - £1035.00 (with monthly instalments starting at £53.00). Both are available with a further 50% discount to students eligible for the Discretionary Bursary.

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 services bar the C16 lunchtime service (flat £2.00 fare) and 483 (closed service). Fares are payable directly to the driver with contactless payments available.

Go South Coast have worked with Brockenhurst for over 30 years and offer purchasers of a bus pass the flexibility to use the College 'Key' (the bus pass) on their BlueStar 6, 8 & 9 and MoreBus X1/X2, X3 & X6 services. Full academic year passes will be valid on the above public services 06/09/2019 - 03/07/2020. Termly pass holders will have access to the same services within term time (e.g. 06/09/2019 - 18/12/2019 for the autumn term).

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 Beaulieu, Dibden Purlieu and Hythe - and returns to Brockenhurst at 1615hrs to connect with the main College bus services.

## Travelling by Train

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

The College offers scholar's season passes for travel to Brockenhurst through an arrangement with South Western Railway (SWR). These discounted, student rate season passes are issued termly by Brockenhurst and are valid for unrestricted travel (i.e. evenings, weekends, half-term, etc.) between the origin station and Brockenhurst (and those stations in between). The new 16-17 railcard (see below) can offer even greater discounts and learners are advised to explore all their options before purchasing.

Both termly and full academic year (AY) products are available on the BrockShop. Purchasers of the full AY product will still receive three termly tickets but will pay lower average monthly instalments and passes for subsequent terms will be pre-ordered - please make a note of the expiration date and remember to collect the subsequent term's pass before breaking up for Christmas/Easter. 2019/20 scholar's validity is as follows:

06/09/2019 - 18/12/2019	Autumn Term
07/01/2020 - 03/04/2020	Winter/Spring Term
20/04/2020 - 03/07/2020	Spring/Summer Term

### Important Information for Train Users

- **A new 16-17 Railcard offering a 50% discount (i.e. down to child fare) on both season passes and single/return fares for students aged 16-17 should be released August 2019.** Limited information is presently available (see links below) but Brockenhurst can confirm that the new railcard will not be available through the College and will not be valid in conjunction with the College's scholar's pass offering. For many learners under 18, purchasing the new railcard may prove the most cost effective method of travel.
- **Scholars' season passes require an accompanying a Rail ID Photocard** - please bring a passport type photograph when collecting and we will create one. It may be possible to produce take and print photographs at time of collection (charges apply) however this is not guaranteed and should not be relied upon - please supply a photograph if possible.
- **Season passes are valid for travel only when carried with the associated Rail ID.** If you are unable to present both when requested, Revenue Protection Officers may 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.
- **Travelling on the national rail network without a valid ticket is an offence** - Revenue Protection Officers operate on 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** - please do not attempt to travel without a ticket. For subsequent terms you will be able to collect pre-ordered scholars' passes in advance (subject to purchase before the recommended deadline).

### 16-17 Railcard

See <https://www.southwesternrailway.com/train-tickets/railcards-and-discounts/sixteen-seventeen-railcard>, <https://www.moneysavingexpert.com/news/2019/01/new-railcard-to-extend-child-fares-to-16-and-17-year-olds/> and/or <https://www.railcard.co.uk/>

## Travelling from the Isle of Wight

Scholars' rail passes for travel from Lymington Pier (Wightlink), Southampton Central (Red Funnel) and Portsmouth (Wightlink) are available from the online BrockShop and offer flexibility in terms of ferry arrival/departure times. 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](http://www.wightlink.co.uk)

[www.redfunnel.co.uk](http://www.redfunnel.co.uk)

In the unlikely event of adverse weather affecting crossings we will alert students on site 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.

## Travelling by Car

We 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 (£50.00 for the academic year) if parking on campus. Permits will be available for purchase via the online BrockShop from 01/09/2019 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 and/or towed.
- Students are requested to respect local residents by not parking in or around the village (NB: many of the village streets have parking covenants in place).

## The BrockShop

All our travel passes are purchased via the online BrockShop which can be accessed through the Student Portal on the College website ([www.brock.ac.uk](http://www.brock.ac.uk)) or via the link at the base of the Travel page. College bus timetables and details of 2019/20 travel costs are available from our website as downloadable PDFs.

Payments for resources, materials, uniforms, textbooks, offsite activities, music lessons, etc. should be made through the online BrockShop. Cheques are not accepted however cash and card payments can 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####) 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 for bus route, price zone, timetabled AM pickup, etc. - and then the 'Select this Stop' hyperlink for a shortcut to the relevant products. 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 full academic year and autumn term passes available (passes for the winter/spring and spring/summer terms will be published throughout the year).

Please note that only rail products for those stations frequently requested are automatically published. Products for all stations listed in 2019/20 Rail Costs can be requested by emailing [travel@brock.ac.uk](mailto:travel@brock.ac.uk) – please advise whether you require a termly or full academic year product if requesting product creation.

Students eligible for the College's Vulnerable, 19+ and Advanced Learner Loans bursaries should contact [financialsupport@brock.ac.uk](mailto:financialsupport@brock.ac.uk) to discuss their travel arrangements before proceeding.

## Purchasing a Brockenhurst Travel Pass

Selecting a stop from the Travel Map within the Student Portal will automatically transfer you to the online BrockShop and expand the relevant zone (e.g. zone 2 for the Waterside buses/zone B for a Bournemouth scholar's rail pass) to display all available products (availability changes throughout the year).

*Students eligible for the Discretionary Bursary (DB) will also see 'subsidised' products and should select these to receive the additional 50% discount (e.g. 2019/20 **Subsidised** Bus Pass - Zone 1 - ... etc.). If your eligibility has been confirmed for 2019/20 and you cannot see the equivalent subsidised product please email [travel@brock.ac.uk](mailto:travel@brock.ac.uk) with your name, student number and DOB.*

With both termly and full academic year products you have the option of making a single payment - select '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.**

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

BrockShop product descriptions provide a considerable level of detail re. pass validity, the collection/delivery process, refund eligibility, considerations whilst travelling, etc. Please read all the information provided before purchasing a pass through the College.

**To pay in instalments and 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](mailto: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 01/08/2019) when setting up recurring card payments.

Selecting "**Purchase**" will add the product to your BrockShop basket and you will have the option to "Continue Shopping" or "**Proceed to Checkout**".

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/card provider 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 the full academic year variant) **a pass will NOT be automatically ordered for subsequent terms.** The winter/spring term products will be published November 2019 with a deposit deadline of 29/11/2019.

## Travel FAQ

### When/where can I use my rail pass?

The validity of termly scholar's rail passes was increased in 2018 to include evenings, weekends and half-terms. 2019/20 autumn term scholars' rail passes will be valid for unrestricted travel between the origin station and Brockenhurst 06/09/2019 - 18/12/2019 (passes for the winter/spring and spring/summer terms will be valid 07/01/2020 - 03/04/2020 and 20/04/2020 - 03/07/2020 respectively).

### When/where can I use my bus Key?

2019/20 'Keys' are valid for use during term time on the College service specified on the reverse of the pass and are also valid on the BlueStar 6, 8 & 9 and the MoreBus X1/X2, X3 & X6 services at no extra charge. See BrockShop products and/or the Travelling by Bus section of this guide for full details/restrictions.

### 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. Please note temporary passes 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 and/or their parent/guardian 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 time frame 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/guardians living at separate addresses (or a 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](mailto: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 onward rail travel 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](mailto: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 bus 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 scholar's rail season pass termly?**

Scholars' 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 a scholar's 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 2019/20 academic year will not need to update their Key; it will remain active until the end of the academic year (03/07/2020). 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. 18/12/2019 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 do not enrol at Brockenhurst?**

If you purchase a travel pass through the College and subsequently choose not to enrol, please email [travel@brock.ac.uk](mailto:travel@brock.ac.uk) immediately. Unissued scholars' rail passes can be returned to SWR for a refund in full (less admin). A delivered bus Key (bus passes are posted out in advance of the start of term) would need to be returned to Brockenhurst before a refund in full (less admin) would be issued.

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

Excepting withdrawal from College in September (see next FAQ), no refund is available for partial use of a term; if paying through 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 full academic year bus pass?**

Learners withdrawing during the month of September 2019 will be liable for pro rata charge (based on the higher, termly rates) calculated on full September usage. In the event of withdrawal October 2019 onwards, the rate charged will be for full term (of withdrawal) use (again based on the termly rates). 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.

**What happens if I wish to cancel my scholar's 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. 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](mailto: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 our buses.

## 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 to 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](mailto: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 2019/20 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 2019/20 academic year (AY) (06/09/2019 – 03/07/2020 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 25/07/2019) relates to the 2019/20 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.

- 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 full AY 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 reserves the right to recover issued SASRP in the event BCTD is unable to collect payment for a scheduled RCP within 10 working days of the instalment date.
- a) Recovered SASRP will be held for an additional 5 working days before being returned to SWR for refund calculation.
- i) Any resulting overpayment will be refunded (RAF completion required) less admin fees once SWR confirm the value of the returned SASRP (process typically takes 6-8 weeks).
- ii) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of SASRP recovery.
- 15) 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.
- 16) 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](mailto: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 6-8 working weeks.
- 17) 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 6-8 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 25/07/2019)
  - 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.
- 18) Unissued rail tickets received by SWR within 28 days of the ticket start date (e.g. 06/09/2019 start date for the 2019/20 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.
- 19) 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 25/07/2019)
- 20) 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. 06/09/2019 start date and 27/09/2019 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 full academic year (AY) basis and issued on a termly or one-per-AY basis accordingly. Cash fares are payable on all College services (bar the 483) with single and return fares available (£2.00 flat fare on C16); revenue generated from cash sales on College services does not credit BROCKENHURST COLLEGE.

For the 2019/20 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.

- 21) Current SBKC pricing (as published 25/07/2019) relates to the 2019/20 AY only.
- 22) Termly passes are sold on a full term basis only.
- 23) No refund is available in the event a termly pass is issued and no longer required/desired
- a) Exceptions apply where a learner officially withdraws from BROCKENHURST COLLEGE within the month of September 2019 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.
- 24) Full academic year passes are sold on a full AY basis only.
- 25) No refund is available in the event a full AY pass is issued and no longer required/desired
- a) Exceptions apply where a learner officially withdraws from BROCKENHURST COLLEGE within the month of September 2019 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 2019
    - 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 2019/20 autumn term, SBKC must be returned pre-07/01/2019)
      - (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.

26) 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

Information correct as of 25/07/2019. Services offered, routes, etc. may be subject to change.

- (2) Temporary passes are issued from the MA26 BrockShop & Travel Hatch only
  - (3) Temporary passes are available in a physical medium only
- 27) Users of College services are subject to spot checks in BROCKENHURST COLLEGE bus park and on College services
  - 28) 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.
    - a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred as a result of BSKC confiscation.
    - b) 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).
    - c) BCTD reserves the right to exclude from College services indefinitely any learner complicit in the fraud without refund.
  - 29) 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.
    - a) 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.
  - 30) 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 recover and retain any issued BSKC until outstanding balance is paid in full.
    - a) BROCKENHURST COLLEGE will not provide reimbursement for any costs incurred during recovery/retention period.
    - b) BCTD may issue a temporary pass for use on BROCKENHURST COLLEGE bus services during recovery/retention period.
  - 31) 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)
  - 32) BROCKENHURST COLLEGE will not provide reimbursement for any incurred costs resulting from inability to travel on APSU with a SBKC
  - 33) 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).
    - a) 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.
    - b) 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.
      - i) 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**

- 34) 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.
- 35) 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).
  - a) 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.

- i) 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.
- 36) SPP are non-refundable
- 37) 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
- 38) 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 2019/20 product availability and conditions of sale in advance of product publication

### **Offsite Activities, Books, Resources, Equipment, etc.**

Policy will be updated to reflect 2019/20 non-travel sales via the BrockShop in advance of product publication

## **Useful Contacts**

Brockenhurst College, Lyndhurst Road, Brockenhurst, SO42 7ZE

<b>Switchboard</b>	<b>01590 625555</b>	
General Enquiries		<a href="mailto:enquiries@brock.ac.uk">enquiries@brock.ac.uk</a>
<b>Admissions</b>	<b>01590 625507</b>	
		<a href="mailto:admissions@brock.ac.uk">admissions@brock.ac.uk</a>
<b>Student Finance &amp; Welfare Advisor</b>	<b>01590 625328</b>	
Bursaries & Financial Support Enquiries		<a href="mailto:financialsupport@brock.ac.uk">financialsupport@brock.ac.uk</a>
<b>Student Finance &amp; Travel Coordinator</b>	<b>01590 625533</b>	
General Travel Enquiries		<a href="mailto:travel@brock.ac.uk">travel@brock.ac.uk</a>
Online Payment Enquiries	01590 625376	<a href="mailto:brockshopenquiries@brock.ac.uk">brockshopenquiries@brock.ac.uk</a>
<b>Learning Difficulties &amp; Disability Coordinator</b>		<a href="mailto:tmiller@brock.ac.uk">tmiller@brock.ac.uk</a>
<b>International Department</b>		<a href="mailto:international@brock.ac.uk">international@brock.ac.uk</a>