

Centrebus & High Peak House Rules

The following House Rules outline our guidelines for contacting us and allow us to offer a better service. We understand that public transport is a subject many people are passionate about. We welcome all questions and comments and aim to provide a reliable service at all times. We do however reserve the right to not respond to customer contact which we deem to be the following:

- Abusive or threatening towards Centrebus employees
- Potentially offensive, obscene, vulgar or emails which depict violence
- Hateful language targeting race/ethnicity, religion, gender, sexual orientation or political beliefs
- Spamming
- Uploading files which could cause damage to other computers

We are committed to delivering a high quality of service, but we are dedicated to ensuring our employees health and safety is maintained at all times. We will therefore protect our employees from any form of unacceptable contact.

We accept most forms of communication for reporting complaints, including telephone and written contact. **We do however only respond back to customer complaints in writing through either email or post, so please ensure that you leave us with either your email address or postal address so that we can respond back to you.** We will not call customers back to respond to complaints.

Our main focus is to find out what went wrong, provide you with an honest reply, and if necessary and possible take action to prevent things going wrong again.

We aim to acknowledge comments made by email or on the contact form within 3 working days, and to respond more fully within 28 days (but it can take longer if a detailed investigation is required). If we do not have an email address for you, we will write to confirm receipt but this can take longer. If you wish to speak to us about your complaint [click here](#).

If we can help you ourselves we will, by checking our own records within the customer services team, but in many cases we will use your comments to prepare a report on your behalf, and ask the relevant local manager or department head to follow it up. Once we get a response we will report back to you. Sometimes it can take longer than anticipated to follow things up, for example if staff are on holiday, so we will also let you know if this is the case.

Our conditions of carriage are the terms of business under which we provide bus and contract services. Our delay compensation policy is designed to be an efficient way to get a refund if your journey with us is delayed by more than 60 minutes, as a result of an early or late running bus or a cancellation. **Compensation is paid in the form of travel vouchers** which can be used for payment (or part payment) towards any Centrebus group journey. When we have investigated your complaint if appropriate we will ask you to complete a simple online form to make a claim.

What might you get back?

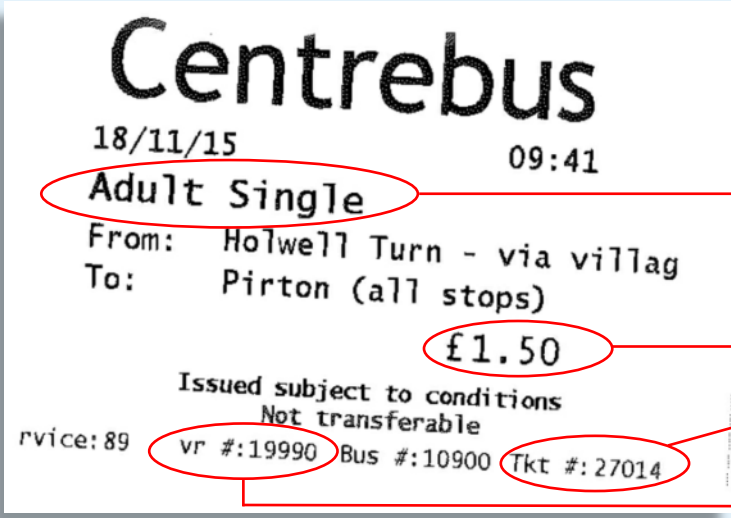
- For completed journeys - the value of the ticket you have purchased from us
- For journeys not completed - the value of a standard single ticket for the intended journey, or the value of your ticket if you have already purchased one.
- Season tickets - the proportional daily cost of your ticket
- No alternate service that day - the value of a journey on an alternate mode, up to 4 times the standard single fare

If a third party has met your travel costs, the maximum amount reimbursed to you will be based on the fare paid by the third party to Centrebus. We do not normally accept claims in cases where buses are delayed if customers were notified of the delay before the ticket was purchased. Section 3 of our conditions of carriage limits our liability such that incidental costs and alternate or subsequent travel costs (except as above) will not be met, and we recommend that you have appropriate travel insurance in place to cover such eventuality.

Details of our season ticket refund policy are in the [conditions of carriage](#).

Know your ticket

Centrebus operates two types of ticket machine. One will give short, square tickets and the other type are longer more rectangular. The shorter, squarer tickets are only issued within Hertfordshire by buses operated by our Stevenage depot.



Centrebus
18/11/15 09:41
Adult Single
From: Holwell Turn - via villag
To: Pirton (all stops)
£1.50
Issued subject to conditions
Not transferable
rvic:89 vr #:19990 Bus #:10900 Tkt #:27014

Example ticket for services operated by Stevenage

Ticket type

Fare paid

Ticket number

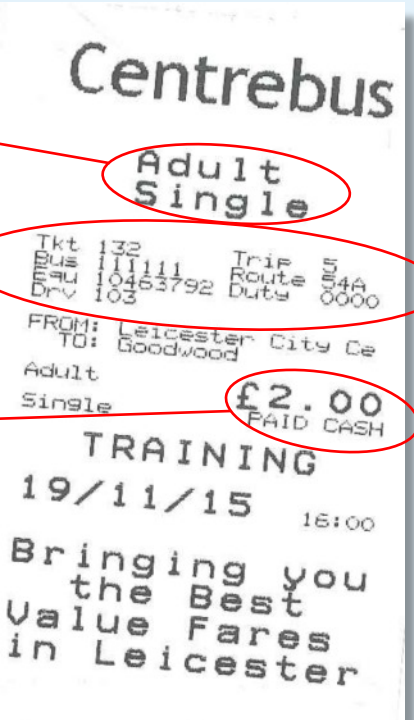
Driver number

Example ticket for all other Centrebus services

Tkt is your ticket number

Bus is your bus number

Drv is the driver number



Centrebus
Adult Single
Tkt 132 Trip 5
Bus 111111 Route 54A
BEAU 10463792 Duty 0000
Drv 103
FROM: Leicester City De
TO: Goodwood
Adult
Single £2.00 PAID CASH
TRAINING
19/11/15 18:00
Bringing you the Best Value Fares in Leicester