

Shoreline Suncruiser Buses Ltd values its customers and aims to offer a safe, comfortable journey on a clean, well-maintained bus.

Statement of liability

We value your custom and are committed to providing you with a high quality and reliable service as described in our customer promise. However, events outside our normal control may cause us to alter some or all of the service as necessary. We do our best to overcome delays and to keep you informed but cannot be held liable for any loss, damage, costs or injury that you may suffer as a result. We do not guarantee the availability of a seat on any of our services regardless of your ticket type or that you will be able to board if the vehicle is full.

We are liable to you for any type of injury caused by our negligence. You are liable to us and / or other passengers for any injury, damage or loss caused by you or by any items that you bring on board with you including animals.

Fares and ticketing

On boarding the vehicle, you must either pay the correct single or return fare for the journey you intend to take; or show the driver a valid printed ticket, pass, permit or other form of authority for that journey. The driver can advise on the best ticket to suit you. Full details of our ticket range, for information on how and where to buy them and any terms and conditions that apply to specific types of ticket or travel we can be contacted on 01723 360969 or email info@shorelinesuncruisers.co.uk.

You must safely retain your ticket, pass, permit or other authority to travel for the duration of your journey and present it on request to an Inspector. If you fail to do so or present any form of ticket that is out of date or has been altered, defaced or damaged in any way, you will be liable to pay the full fare for the journey you are making. At the completion of your journey, you must leave the vehicle or pay another fare to remain on it.

Cash fares on the bus are calculated in accordance with a table showing fare stages at named stopping places along the line of route. If you get on or off the vehicle at any stop other than a fare stage, you will be charged from the preceding stage from where you board and / or to the next stage after where you get off

You must ensure that any ticket purchased on the bus is issued to you directly from the ticket machine and shows the correct fare you have paid for the journey you are making. You should also check your change and point out any error to the driver immediately as we cannot correct mistakes later.

Child fares

Children under five years of age may travel at no charge provided they are accompanied by a fare-paying passenger. Child fares are permitted for children of 5 years of age up to 16 years of age (inclusive).

Vulnerable customers

Any child or adult unable to pay the fare on boarding and who would in the driver's opinion be left at risk will be carried at all times subject to providing their name and address to enable the fare due to be collected at a later date.

Your conduct

It helps us to provide a pleasant travel environment if customers are respectful of other passengers, our staff and facilities. Otherwise you may be refused travel or asked to leave the vehicle or our premises. In particular, you must not:

Smoke at any time - this includes cigarettes, e-cigarettes, cigars, pipes and means of lighting them.

Behave in any way which causes offence to other passengers or our staff - this includes verbal or physical abuse; being under the influence of alcohol, drugs or solvents; wearing soiled or dirty clothing; putting your feet on seats; consuming and playing personal or other music systems too loudly.

Bring or consume any item of food or drink on the vehicle in a way that causes offence or a hazard.

Distribute, offer for sale or solicit for any items without our prior permission - this includes collecting for charity.

Deliberately interfere with, misuse or damage any equipment or fittings on the vehicle.

Take part in any criminal or legally prohibited activity.

Your safety and comfort

We want all our customers to be safe during their journey. For this reason, you should observe any instructions given to you by our staff in relation to the operation of the vehicle and its overall capacity. In particular, you must not:

Board or alight from the vehicle at any place other than a recognised stopping point or, where there are no fixed stops, at a safe location at the driver's discretion.

Speak to, distract or impede the driver in any way whilst the vehicle is in motion except in the event of an emergency.

Stand forward of the cab area, upstairs or on the stairs of a double-deck vehicle or as prohibited on any other type of vehicle.

Obstruct the doorways, exits or any other part of the vehicle so as to inconvenience other passengers or restrict their ability to leave the vehicle in an emergency - this also applies to your belongings.

Wear or use rollerblades, skates or other unsuitable forms of footwear whilst on the vehicle.

Leave unattended any small children or babies in pushchairs whilst on the vehicle.

Please advise our staff as soon as possible if:

You sustain any injury whilst on the vehicle or if you feel unwell during your journey - they will arrange for medical assistance if necessary.

You see any suspicious items or behaviour - but take care not to endanger yourself.

Carriage of wheelchairs, pushchairs and mobility scooters

The low floor area on our vehicles generally has a shared bay for the carriage of either one wheelchair or scooter or up to two unfolded pushchairs, priority should be given to Wheelchair and Scooter users. Some buses have a separate pushchair bay. We accept unfolded pushchairs on buses that have a shared bay only if it is not already occupied by a wheelchair user or mobility scooter. A wheelchair or mobility scooter cannot be accepted if the vehicle is full.

Luggage

Small items of luggage or other personal belongings are carried at the driver's discretion and the owner's risk. You are responsible for the safe storage and handling of all items during your journey. Larger or bulky items that cannot be safely stowed at your seat or by using the luggage facilities on the vehicle are not permitted.

Bicycles

Folded bicycles should ideally be carried in a suitable carrying bag or holdall to reduce the risk of injury or damage to other passengers and their property. Unfolded bicycles are not carried in any circumstances.

Restricted items

We do not accept explosive, hazardous or combustible materials or items likely to present a danger to other passengers, our staff or the vehicle. Liquids, including hot drinks and paint, must be carried in correct and sealed containers and kept stable at all times.

Lost property

Please hand any item of lost property that you find on our vehicles or premises to the driver or other member of our staff. We will do all we reasonably can to locate the owner and return it to them. We hold lost property for one month apart from items that are either perishable or become objectionable and need to be disposed of sooner.

Lost property, if found, can be claimed through our offices. You will need to give a full description of the item and details of the journey that you lost it on. Property found may not be available on the day you contact us for collection as it may still be on the vehicle or securely locked up at our depot. We will do all we can to get any found property back to customers as soon as possible.

Dogs and other animals

We welcome all types of assistance dog free of charge when accompanying either a registered disabled person or a trainer who can show an appropriate means of identification. Other dogs are accepted at the discretion of the driver and are also free of charge. All dogs must be on a harness or lead and, if necessary, muzzled in accordance with the Dangerous Dogs Act. We reserve the right to ask you to leave the vehicle at any time if you permit your dog to behave unacceptably.

Small animals that will not be a danger or nuisance to other passengers are allowed on the vehicle provided they are fully under your control by being boxed, caged or on a lead. Animals must not travel on seats. All animals are carried at the owner's risk.

For any more information please feel free to contact our office staff on 01723 360969. Alternatively email info@shorelinesuncruisers.co.uk or call into our office based at, 2a Falsgrave Road, Scarborough, YO12 5AT.