

applegates

International

Heathfield Garage, Berkeley, Gloucestershire. GL13
9PL

DAY TRIPS HOLIDAYS UK & EUROPEAN COACH HIRE

NEW TICKET PLATFORM

As from September 2020 we will be using a new electronic ticket system hosted by **SHUTTLE ID** across the whole of our home to school network.

Tickets can only be purchased online via our website www.applegates.co.uk and we will no longer take any form of cash payment on the bus.

You will need to register each student online and buy the desired ticket, or subscribe to annual passes **BEFORE** the journey takes place.

The process is very simple and there are links to help pages should you have an issue. Please read all the information below and click on the links to purchase tickets at the end.

We appreciate the cost of school transport is a burden on families as typically you will be buying a ticket from us due to the student going to a school which is out of the catchment area, where the council would provide free transport to the nearest school. We urge you to check with the local council if you think you would be eligible for free transport before purchasing a ticket.

We have seen unprecedented damage to the bus and coach industry due to Covid-19 and we have struggled through many months of no income and providing buses at a loss to assist NHS workers. Sadly we are seeing rising costs following the pandemic with things like insurance, vehicle charges operational costs and a new PSVAR wheelchair access ruling by the Department of Transport, where all our vehicles for home to school transport will have to be wheelchair compliant. Over the years we have invested in conversions and new types of vehicles to become wheelchair accessible from September 2020 and we have tried to keep any increases to transport as low as possible.

BENEFIT OF SHUTTLE ID TICKETS;

- Improved communication - Be the first to know when a bus is running late or weather conditions prevent the bus from operating with our SMS based service alerts.
- Effortless payments - Payments that manage themselves without the stress of having to find the right change every week or not getting the change back from the student!
- Covid-19 Safety first - No physical cash to touch and tickets are scanned up to a foot away from the device, helping distance your child and our staff.
- Never lose your ticket - With 24/7 access to your ticket in the Passenger Portal, you'll always be able to access your ticket on your phone or print it out, putting a stop to replacement ticket fees and being refused travel.
- Safeguarding - Rest assured that we know if your child has boarded our bus and when.
- A fairer system - Technology helps ensure every passenger is a valid paying customer which ensures everyone gets a fair price.
- Convenient ticket purchasing - No longer restricted to just office hours, you can now buy your tickets 24/7.
- Simple renewals - Renewing your term or annual ticket is as easy as a single button press.

ANNUAL TICKETS

Annual tickets paid upfront will ensure that there is little, if any rise in fares across our services. This type of ticket is the one to buy to get the lowest fare with no upfront fees or payment charges. We are absorbing the cost of the new system and the savings in most cases will have the equivalent of around 2-3 weeks free travel.

Paying upfront in one go will enable you to get the best value. Some parents prefer this as they can use a credit card, taking advantage of interest free deals in some cases and paying it off monthly.

We have also introduced a facility where you can pay 10 monthly payments via Direct Debit, for annual passes only.

For those that require more flexibility we have created an am or pm only ticket which can also be bought annually as a one off payment or via 10 monthly Direct Debit instalments.

Once you have bought a ticket online you will be given a Barcode which the student can use to scan on the bus each time they board. We recommend that the code is printed and kept with the student should the phone not work i.e. if it's flat or lost. Parents can also copy the code to their phone and resend it to the student or school reception for printing, should it be lost on the phone while at school. The scanner will only scan the code once for that journey, it cannot be shared. No ticket = No travel.

BUY WITH CONFIDENCE

Applegates is a family company and have been trading since 1968, 52 years. We have and are surviving the worst economic challenge we will ever see without selling any vehicles or laying any staff off. We have 25 vehicles and we are stable. We are classed as a green operator with DVSA which means we have had no issues with vehicle condition or drivers regulations upon spot checks. Our MOT pass rate is 100%.

VOUCHERS

Vouchers can also be bought by anyone then used when you purchase the ticket. For example, parents can split the cost of the ticket with one parent buying a voucher and passing it to the other parent, who buys the ticket using the voucher code, so they are only paying the difference.

CUSTOM TICKETS

At our discretion we may be able to offer custom made tickets upon request please email info@applegates.co.uk giving details and reasons why you may require a custom ticket and we will review on a case by case basis. Custom tickets will only be considered if bought on an annual or termly basis.

SERVICE CAPACITIES

Tickets are sold on a first come first serve basis and if a service becomes full we may have to close the purchase of tickets at that point. However, we are confident that we will have enough capacity and we will do all we can to ensure a space is available.

MOVING SCHOOLS AFTER ANNUAL PASS PURCHASED

Please email us on info@applegates.co.uk should your child stop going to the school. We may, at our sole discretion, consider a refund where there are exceptional circumstances such as you move house or change school. You shall be required to provide documentary evidence of such circumstances to our satisfaction.



Taylor's Travel Limited T/A Applegates Coaches

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