



REFUNDS

To surrender a termly or annual ticket, you must return the original ticket to us. We do not offer refunds on lost tickets (these may be covered by your household contents insurance) or on duplicate tickets. Refunds are calculated from the date that we receive the ticket.

ALL refunds are subject to an administration fee of £20 per ticket.

The amount of the refund depends on the type of ticket and method of payment.

A ticket that has been purchased for either the autumn or spring term:

Tickets that are surrendered before the term starts will be refunded in full.

For tickets that are surrendered part way through term, we will calculate the number of days that it would have been available for use, multiplied by the relevant daily cash fare charged on bus, and will refund the difference. Passes surrendered near to the end of term may have no refund value.

Worked example: You paid us £409 for a full term ticket. You surrender it three weeks after the start of term. It would have been available for 15 days, times the daily fare for the journey of £5.50, which comes to £82.50. We add the admin fee of £20 and your refund is £306.50 (£409.00 less £102.50).

Passes purchased for the summer term (after the Easter holidays) have no refund value unless surrendered before the term starts.

ANNUAL TICKETS - *Purchased by Direct Debit monthly payments*

- if surrendered before the payment due on December 31st, no refund will be due;
- if surrendered after the December payment and before the January payment, 55% of the amount paid will be refunded;
- if surrendered after the January 31st payment and before the final payment (March 31st), 30% of the amount paid will be refunded.

After the final payment has been received, no refunds will be given.

UNPAID DIRECT DEBITS – we reserve the right to apply an administration fee of £20 if your bank declines payment of a direct debit. This will be collected prior to the reinstatement of the ticket.

ANNUAL TICKETS - *Purchased in advance with a single payment*

- if surrendered prior to December 31st, we will refund the spring and summer term amounts;
- if surrendered before the start of the summer term, we will refund that term's amount
- if surrendered after the start of the summer term, no refund is payable.

If paying by Direct Debit, please note that Stephensons of Essex Ltd has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Ltd (www.eazycollect.co.uk) to collect your payments.

Stephensons of Essex will be shown on your bank statement for these direct debit payments.

In the event of buses being unable to operate due to adverse weather, we regret that refunds will not be made on season tickets. Likewise, we do not make refunds for casual non-pupil days or other reasons when schools may shut temporarily.