



## **School Party Travel Scheme: Terms and Conditions valid from 1 November 2016**

### **Section 1- Introduction**

1. The School Party Travel Scheme (the SPTS) offers free off-peak travel (see Section 4, paragraphs 3-5) to groups from London schools making trips in London for educational, sporting or cultural purposes. Trips cannot be made on weekends or public holidays.
2. This free travel is available on bus, Tube, tram, DLR, London Overground and TfL Rail services and also on National Rail services within Travelcard zones 1-6. Free travel on National Rail services is not available to children under 5 under the SPTS.
3. To be eligible for the free travel, a school must first:
  - a. register with TfL (see Section 2, paragraph 2); and
  - b. order tickets from the SPTS (see Section 3, paragraph 2).
4. Only two trips per child per term are allowed under the SPTS - see section 3.11.

### **Section 2 – Application to join the scheme**

1. A school must be registered on the SPTS before it can order tickets for free travel. Only schools which are located in a London borough, are officially open, and operate for the duration of the traditional school day (09:00 – 15:30), will be allowed to register on the scheme. For Summer schools, see paragraph 2.7 below.
2. To apply, schools must send a letter on school headed paper to the SPTS team, confirming:

- that they are following the National Curriculum, or a substantially similar programme;
  - the local authority that the school is registered with;
  - the schools Unique Reference Number (URN);
  - the name and email address of the head teacher; and
  - the name and email address of the person who will be submitting applications.
  - The letter should scanned and emailed to [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk) or posted to:
    - School Party Travel team
    - Transport for London
    - 14 Pier Walk
    - London SE10 0ES
3. TfL will verify the identity of a school by checking the Department for Education's database of educational establishments. TfL may also verify the school against the Ofsted database. If we can't find the school by either of these two routes, we may ask you to submit a copy of your last Ofsted report.
  4. The SPTS team will check that a school is in a London borough.
  5. If an organisation is not confirmed as a school, then its application to join the SPTS may be refused unless we're satisfied that it is an education provider which is substantially carrying out the functions of a school.
  6. If any documentation that we review (such as an Ofsted report) highlights serious safety concerns about the school, we won't allow the school to join the scheme until we are satisfied that these concerns have been addressed. For clarity, this **does not** mean that a school with a grade 3 or 4 rating from Ofsted cannot join the scheme.
  7. Summer schools applying to join must be open for a minimum of four weeks and must provide a copy of their last Ofsted report if they are not affiliated with a school already registered on the SPTS. If the school is taking part in the Government's Summer schools programme, then they must clearly state this when applying. Under this programme schools can operate Government funded summer schools lasting for either one or two weeks.

8. Nursery schools applying to join must provide a copy of their last Ofsted report if they are not affiliated with a school already registered on the SPTS.
9. Once we have completed all checks and confirmed that a school is eligible to join the scheme, we'll contact you and let you know you can make applications.
10. As part of our audit process, one of our staff may visit your school to check your eligibility and understanding of the terms and conditions either before or after you've been accepted onto the scheme. We'll contact you before making any visit.

### Section 3- Application for tickets

1. You should carry out a risk assessment of the trip you're planning to take before you apply for tickets. This will help in determining whether the chosen route and mode of transport used is suitable for your group. You should bear in mind that services can be busy at certain times, especially if you're travelling to an event that a lot of other schools are attending.
2. You can apply for tickets online at <https://schoolparty.tfl.gov.uk/>; by email to [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk); or by post to School Party Travel team Transport for London, 14 Pier Walk, London SE10 0ES. **Schools with an online account must apply via that route. We don't recommend applications are posted as we cannot guarantee receipt of them.** You must apply online at least 14 days in advance of the date you want to travel. If applying by post or email you must do this at least 21 days in advance. Schools/nurseries without an online account should scan and email their application.
3. You can apply up to three months before the intended date of travel and we would encourage you to apply as early as possible for your trip.
4. At certain times stations or tram stops may be unavailable if they're undergoing refurbishment or improvement works. If this happens the station or tram stop will not appear in the drop down box when applying for tickets. Visit <https://tfl.gov.uk/tube-dlr-overground/status/#stations-status> for up to date station closure information.
5. At certain times bus stops may not be available or buses may be on diversion. You should check this before you apply and on the date of travel so you have the most up to date information.

6. Each ticket issued for travel, other than on buses, will be for a maximum of 20 children and 2-4 adults. For bus journeys, the maximum per ticket is 10 children and 1-2 adults. For all schools, other than those for children with special educational needs (SEN), the maximum ratio is 1 adult per 5 children (i.e. for any 5 children, there cannot be more than 1 adult travelling free; there is no limit on fare-paying adults). SEN schools may have a maximum of 2 adults travelling with each child. If children with SEN travelling as part of a group require additional supervision, the ratio can be adjusted to take account of this (please contact the SPTS team by phoning 0343 222 1000 or by emailing [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk) before applying).
7. The maximum size of a group per application is 90, and you'll be issued tickets with ratios of adults to children as requested subject to the limits detailed above. If a group is large, we will stagger the timings of the tickets issued so that the group are not all travelling at the same time.
8. The accompanied members of a group must be aged between 5 and 17 (inclusive). Anyone 18 or over travelling as part of a group who is not a teacher/helper must pay an adult fare.
9. The group that have been issued tickets must travel together at all times. Unaccompanied travel by a child is not covered by the SPTS (although children may be able to travel unaccompanied under other TfL arrangements). Tickets issued under the SPTS apply only to travel as part of a group of teachers and children. If unaccompanied travel is an intended part of the trip, schools should not apply for, and will not receive, tickets under the SPTS.
10. All members of the group aged 5-17 who are travelling under the scheme must be enrolled at the school. If they are enrolled at another school or learning provider, that other school/learning provider should request tickets separately. TfL will not accept applications from third parties for trips being made by a school registered on the scheme.
11. TfL only allows two trips per child per term under the SPTS. If it is found that schools have taken more than this they may be removed from the scheme for a fixed period, or indefinitely.
12. Nursery schools may apply under the scheme for travel with children under 5. However, as noted above, the SPTS does not apply to travel on National Rail (non-TfL) services by children under 5.
13. Teachers/helpers accompanying children must be adults, that is, aged 18 or over.

14. Tickets can only be issued for travel to venues in a London borough or the City of London, or, at TfL's discretion, to a venue outside a London borough, but only if the nearest station to the venue is a Tube, London Overground or TfL Rail station. If the venue is outside a London borough, it must be within 2 miles of the nearest Tube, London Overground or TfL Rail station in order to be considered for the SPTS.
15. If the trip is to a venue outside a London borough and does not potentially fall within the discretionary exception in the above paragraph, TfL will not issue tickets under the SPTS for any part of the trip. That includes the portion of the travel that occurs within London. TfL only issues tickets under the SPTS for whole journeys to venues; it does not issue tickets for a portion of travel in Greater London. Applications for partial journeys will be rejected.
16. All trips that are applied for must be for educational, sporting (see definition of sport below) or cultural purposes that support an area of the National Curriculum. If a trip does not meet this criteria it will be rejected.
17. Sport is defined for the purposes of the SPTS as an Olympic or Paralympic sport; any sport practised or followed in the UK and recognised by a UK sports council; and/or any sport or activity that involves beneficial physical exercise or promotes health and fitness. If it is unclear how a proposed SPTS trip meets these criteria, the school may be asked to provide clarification.
18. The venue that a school wants to visit must be selected from the list of venues offered when making the application. If the venue that a school wants to visit is not in the list, then they must select the 'suggest venue' option from their online account and complete the required information. The SPTS team have up to 5 working days to consider whether the venue can be added to the scheme and will email the address provided in the request. Schools should consider this when making applications, as if once the venue is accepted (If it is accepted) there is less than 14 days before the date of trip the school will be unable to apply for tickets.
19. Applications from SEN schools will be assessed based on the nature of the trip. While the applications must still meet the above criteria, TfL is aware that trips may be for the purposes of learning life skills. TfL will assess these applications based on the information provided to determine whether the trip is educational.

20. Recreational visits and sightseeing trips are excluded from the SPTS and if a trip is deemed to be for such purposes it will be rejected.
21. TfL may contact a school to clarify the purpose of a trip. If TfL does so, the application will not be progressed until the school has provided sufficient additional information to TfL. If after 5 working days the school has not contacted the SPTS team the application will be rejected.
22. Making an application does not guarantee that tickets for free travel will be issued.
23. Once an application has been submitted, the dates of travel can only be amended by the SPTS team if at the time the change is requested the revised date is still within 14 days of travel.
24. TfL and the Train Operating Companies (TOCs) reserve the right to reject an application at their discretion.
25. Applications will be rejected if in TfL's opinion there are already too many school groups travelling on the date requested. In these instances, TfL will aim to process applications in the order in which they were received for each proposed date of travel.
26. If on a particular day there are too many school groups proposing to travel at the same time, TfL will make every effort to allow each group to travel, but may change the times that a school has requested, and/or stagger a school group so that its members travel at slightly different times. Schools must adhere to the times printed on the tickets, even if they are not the times that were originally requested.
27. If applications for SPTS tickets are rejected, and a school still undertakes a proposed trip, standard fares must be paid for all members of the party (except for those children who are eligible for free travel).
28. If a school has not received the email with their tickets attached four working days before a proposed date of travel, it should check its junk/spam email folder for emails from the SPTS team. The email address that all emails are sent from is [admin\\_spts@tfl.gov.uk](mailto:admin_spts@tfl.gov.uk) so you need to make sure that isn't blocked from your account. If an email has not been received, the school must contact the SPTS team on 0343 222 1000. It is the school's responsibility to do this. The SPTS team will email the tickets to the school again if there is time to do so.
29. TfL is not liable for any applications or tickets that are lost, delayed or not received via email.

30. TfL is not liable for any emails or posted items that are delayed or not received from or by a school.
31. Schools must print the tickets they receive via email on a colour printer where possible and bring them with them when they travel. Confirmation emails, photocopied tickets, or tickets presented on a phone or other device will not be accepted for travel. If there is any doubt about the authenticity of the ticket, the group may be refused travel.
32. TfL will not issue refunds or compensation if a school makes its trip without the SPTS tickets, whether due to an application being rejected, because tickets have not been received, or for any other reason (such as lost or forgotten tickets).
33. TfL cannot guarantee that services will operate at the times or over the routes for which tickets are issued. If services are curtailed or cancelled because of planned improvement works, industrial action, operating or technical issues, bad weather, or any other reason, schools can only use the services specified on their tickets. If a school group travels using another service, they will need to buy tickets for their trip. While TfL will endeavour to let schools know in advance about industrial action on TfL services, it is the school's responsibility to check the availability of services for the day of travel in case of delays, industrial action etc. They should check up to date travel information before they start their trip at [tfl.gov.uk](http://tfl.gov.uk)
34. TfL relies on information provided by the school being accurate and this determines the volumes of groups travelling based on the information provided in the application. However, there may be times when services are busier than anticipated. If services are busy it is the school's responsibility to ensure that all members of the school group travel safely.
35. By making an application under the scheme, schools are confirming that the information they are providing is accurate. This means that the venue and purpose of the trip should be a true reflection of the trip being made. If TfL learn that a trip was made to a different venue or for a different purpose than stated, further trips from that school may be refused (for a fixed period or indefinitely).

## **Section 4 – Conditions of travel**

1. The issue and use of SPTS tickets is subject to [TfL's Conditions of Carriage](#). Where SPTS tickets are valid for use on another operator's services, the Conditions of Carriage of that operator will apply.
2. Tickets can only be used for travel in accordance with the journey details given in the application and shown on the ticket. Tickets must not be used before the initial start journey time.
3. The first leg of an outward Tube or rail journey cannot start before 09:50 where the journey starts in Zone 1 or 2, or 09:30 where the journey starts in Zones 3 – 9. Bus and tram journeys cannot start before 09.30.
4. The last leg of a return journey (not just the return journey as a whole) must start before 16:30.
5. Attempts to use an SPTS ticket to commence a journey before 09:30, or 09:50, as applicable, or after 16:30, may be refused, and travel may be subject to payment of standard fares.
6. TfL and the TOCs cannot guarantee that space will be available on the services stated or that services will operate. If there is industrial action and the services are not running schools cannot use another mode of transport to complete their trip under the scheme – they will have to pay for their travel.
7. For each ticket issued, the group must travel together at all times. Although a group may travel with fewer people than shown on their ticket, they cannot travel with more children or adults than shown on their ticket.
8. If a trip is cancelled the school must let TfL know immediately. If the school does not do so, future applications may be declined.
9. Any ticket issued remains the property of TfL and must be produced for inspection on each journey whether requested or not. Any ticket must be given up on demand by ticket inspection staff.

## **Section 5 – Obligations of the school**

1. It is the responsibility of every school to make sure that all postal addresses, email addresses and contact details provided to TfL are correct and are kept updated. For each application a valid email address and phone number must be provided and the name of the lead teacher for the trip should be provided.

2. It is the responsibility of the applicant to make a note of the application reference number once the application is submitted, so that the SPTS team can help with any queries about the application. If a reference number is not displayed on the screen after submitting an application the school should phone TfL immediately on 0343 222 1000 to check whether the application has been submitted.
3. As mentioned above, if a school has not received the email with the tickets attached four working days before a proposed date of travel, it must contact the SPTS team on 0343 222 1000. It is the school's responsibility to do this.
4. The leader of a group must make sure that the number of children and adults travelling doesn't exceed the number on the tickets that have been issued. The group may travel with fewer people than shown on the ticket, but not with more children or adults than shown.
5. Where groups consisting of 30 or more people are due to travel from a station under the scheme, the leader of the group should visit the station where they are starting their journey a minimum of two days before the date of travel to ensure that the station staff are aware.
6. The leader of a group must make sure that the group travels together at all times.
7. The leader of a group must make sure that the times given on the tickets are adhered to at all times.
8. The leader of a group, or whoever is holding the tickets on behalf of a group, should make sure that they are at the front of the group when entering or exiting stations and when boarding buses. This is to make it easier for staff to check that the number of children and adults matches what is printed on the ticket.
9. The group must follow any instructions given by TfL or TOC staff when they are travelling. These are usually given in the interests of safety, so it is important that they are adhered to. If there is any substantial failure to comply with any such instructions, TfL may suspend the school concerned from the scheme or take this conduct into account when considering the group size of any future application from the school.
10. The school should remember that services can be busy and should make sure that the children in their group are aware of how to travel safely on TfL and TOC services. If a school is concerned that services

are busier than they anticipated they should consider whether to make the trip.

11. If a group does not have SPTS tickets for a trip, standard fares must be paid for all members of the group (except for those children who are eligible for free travel). No school group should attempt to travel without tickets. If the SPTS team become aware of schools attempting to travel without tickets at any time, then they may be suspended from the scheme either for a fixed period or indefinitely.
12. All schools, apart from nursery schools, are issued with an online account to allow them to apply for SPTS tickets. The user name and password are strictly confidential and must only be given to and used by authorised members of school staff. The user name and password must not be shared with anyone else.
13. If a school becomes aware of misuse of their user account they must immediately notify a member of the SPTS team by phoning 0343 222 1000 or emailing [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk). Failure to notify TfL of any misuse could lead to the school being suspended from the scheme.
14. If a school is merged with another school or changes its name it should notify TfL immediately. TfL will then either amend the name of the school and/or close down one of the school accounts. Schools that have merged or changed their name are not allowed to hold two SPTS accounts - each school is only eligible to be registered for one account. If it is found that a school has two accounts and is using both of them it may be suspended from the scheme either for a fixed period or indefinitely.

## **Section 6 – Enforcement**

1. If a school group travels without tickets, TfL staff, and staff from the TOCs, may require payment of a penalty fare, or require the leader of the group, or the school, to pay the full fare applicable to the whole group for the journey.
2. School groups may be refused travel if they arrive at a station or board a bus or tram and do not have valid tickets for travel for the whole group.
3. If a school group travels or attempts to travel without a valid ticket, with not enough tickets to cover the whole group, or before the time shown on their tickets, their details may be taken and passed to the SPTS team, and the head teacher of the school will be contacted and given

full details of the incident. TfL may in such cases, and depending on circumstances, suspend a school (and not just the teacher who made the application or who led the group) from participating in the scheme for a fixed period or indefinitely.

4. The School Party Travel team may share data about schools who have not complied with the terms and conditions of the scheme with other teams across TfL where appropriate.
5. TfL may at its discretion decide not to suspend a school on condition of a written assurance from the head teacher that teachers will adhere to the rules of the scheme for any future trips. Following a discretionary decision not to suspend, any further incident of not adhering to the rules of the scheme is highly likely to result in the school being suspended.
6. TfL reserves the right to revise the terms and conditions of this scheme, or to suspend or terminate the scheme, at any time.
7. TfL will not tolerate its staff or agents being threatened or abused, physically, verbally or in writing. Any such conduct by any member of a school group may result in TfL suspending the school from the scheme for a period or indefinitely.
8. The most up to date terms and conditions will always be available at <https://schoolparty.tfl.gov.uk>.

## **Privacy Notice**

Transport for London (TfL), its subsidiaries and services providers will use your personal information for the purposes of administering the School Party Travel Scheme. This includes the provision of customer services, travel related information relevant to schools, customer research and fraud prevention. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.