

# School Party Travel Scheme: Terms and Conditions 17 May 2018

## Section 1- Introduction

1. The School Party Travel Scheme (SPTS) offers free off-peak travel to groups from participating London schools, registered on the scheme, making trips in London for educational, sporting or cultural purposes.
2. SPTS free travel is available on all bus, Tube, tram, DLR, London Overground and TfL Rail services. It can also be used on most National Rail services in Zones 1-6 for those aged 5-17. The SPTS is available for nursery children aged under 5 but they cannot travel free on National Rail services.
3. To be eligible for SPTS free travel, a school must first:
  - a) register with TfL and
  - b) order tickets and have their application approved A school must be registered on the SPTS before it can order tickets for free travel.

## Section 2 – Application to join the scheme

1. 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 2.8.
  2. To apply, schools must send a letter on school headed paper to the SPTS team, confirming:
    - 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 (must be their school email address) of the head teacher; and
    - the name and email address (must be their school email address) of the nominated person who will be submitting applications.
  3. The letter should scanned and emailed to [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk)
  4. The SPTS team will check that a school is in a London borough.
  5. The SPTS team will verify the identity of a school by checking the Department for Education's database of educational establishments. They may also verify
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the school against the Ofsted database. If they can't find the school by either of these two routes, they may ask the school to submit a copy of its last Ofsted report.

6. 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.
7. If any documentation that we review 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. Note, this **does not** mean that a school with a grade 3 or 4 rating from Ofsted cannot join the scheme.
8. 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 or their application is likely to be rejected. Under this programme schools can operate Government funded summer schools lasting for either one or two weeks.
9. 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.
10. Once the SPTS team have completed all checks and confirmed that a school is eligible to join the scheme, they will contact the school and let it know it can apply for SPTS tickets.
11. As part of TfL's audit process, one of our staff may visit a school to check eligibility and understanding of the terms and conditions, either before or after the school has been accepted onto the scheme. We'll contact the school before making any visit.

### **Section 3 - Applying for tickets**

1. The SPTS system should only be accessed using the latest version of the web browsers listed below. If you access it using a web browser that isn't recommended we cannot guarantee that you will have full functionality.
  - Internet Explorer
  - Safari
  - Chrome
  - Firefox

2. The phone number you provide in your application must be your school phone number (with extension where appropriate).
3. The email address you provide in your application must be your school email address.
4. You can apply for tickets online at <https://schoolparty.tfl.gov.uk/> or by emailing [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk). Schools with an online account **must** apply via that route. You must apply online at least 14 days in advance of the date you want to travel. Nurseries without an online account should scan and email their application a minimum of 21 days in advance.
5. You can apply up to three months before the intended date of travel. We encourage you to apply as early as possible for your tickets.
6. Trips cannot be made on weekends or public holidays.
7. At certain times stations or tram stops may be unavailable due to refurbishment or improvement works. If so, the station or tram stop will not appear in the drop down box. Visit <https://tfl.gov.uk/tube-dlr-overground/status/#stations-status> for up to date station and stop closure information.
8. At certain times bus stops may not be available or buses may be on diversion. You should check before you apply and on the date of travel so you have the most up to date information. You can check online at <https://tfl.gov.uk/bus/status/>
9. For rail journeys, tickets will be issued for a maximum of twenty children and four adults and for bus journeys, for a maximum of ten children and two adults. 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.
10. Where a child or children with Special Educational Needs (SEN) or a disability is or are travelling, and additional supervision or assistance is necessary, the ratio of adults to children may with SPTS approval be increased. If this is the case, you should contact the SPTS at [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk) The maximum number of children per application is 90. For large groups, we may stagger your travel times so the whole group may not be travelling at the same time. You need to check the times on all of the tickets you've been issued to ensure you travel at the correct time.
11. Teachers/helpers accompanying children must be aged 18 or over. Anyone 18 or over travelling as part of a group who is not a teacher/helper must pay an adult fare.

12. Your group must travel together at all times. If you subsequently want to split your group to allow independent travel you will have to pay for your travel.
13. All children 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.
14. Only two trips per child per term are allowed under the SPTS. If it is found that schools have taken more than this, all future applications for the term will be rejected and they may be removed from the scheme for a fixed period, or indefinitely.
15. Nursery schools may apply under the scheme for travel with children under 5. The ratio remains five children for every one adult.
16. Tickets will only be issued for travel to venues in a London borough or the City of London. At TfL's discretion, we may allow travel to a venue outside a London borough 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. If your intended trip doesn't comply with this we won't issue tickets.
17. All trips must be for educational, sporting (see definition) or cultural purposes that support an area of the National Curriculum. If a trip does not meet these criteria it will be rejected.
18. For the purposes of the SPTS sport is defined 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
19. If it is unclear how a proposed SPTS trip meets the criteria, the school may be asked to provide clarification and the application may be rejected.
20. Recreational visits and sightseeing trips are excluded from the SPTS. If a trip is deemed to be for such purposes the application will be rejected.
21. If the venue that a school wants to visit is not in the system, then the school must make a request to see if it can be added via the 'suggest venue' option from their online account. The SPTS team will consider any suggestions and email the outcome within 5 working days. Schools should consider this when

making applications, as if, once the venue is accepted (if it is accepted) there are fewer than 14 days before the date of trip, the school will be unable to apply for tickets.

22. Applications relating to children with SEN or disabilities will be assessed based on the nature of the trip. While the applications must still meet the above criteria, the SPTS team are aware that trips may be for the purposes of learning life skills. They will assess these applications based on the information provided to determine whether the trip is educational and therefore the trip is approved.
23. The SPTS team may contact a school to clarify the purpose of a trip. An application will not be processed until the school has provided clarification. If after 5 working days the school has not contacted the SPTS team, the application will be rejected.
24. Applying for tickets does not mean that tickets for free travel will be issued.
25. Once an application has been submitted, the dates of travel cannot generally be changed.
26. TfL and the Train Operating Companies (TOCs) reserve the right to reject an application at their discretion. If an application is approved, TfL and the TOCs cannot guarantee that space will be available on the services stated or that services will operate. If industrial action means 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.
27. The SPTS team will aim to process applications in the order in which they were received for each proposed date of travel. If applications are made for a day on which either there are already too many school groups approved, or services are predicted to be very busy, they may be rejected
28. The SPTS team will make every effort to approve applications that meet the criteria for the scheme. However travel times for some or the entire group may be changed to support all applications that we receive. You should check the times on all of the tickets you have been issued and only travel at the times stated. Schools must adhere to the times printed on the tickets, even if they are not the times that were originally requested.
29. If your application is rejected, you must pay for your travel.
30. You should always check your 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.

31. If a school has not received the email with their tickets four working days before their proposed date of travel, they 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.
32. TfL is not liable for any applications or tickets that are lost, delayed or not received via email.
33. TfL is not liable for any emails that are delayed or not received from or by a school.
34. Schools must print the tickets they receive 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.
35. If you lose or forget your ticket(s) you must pay for your travel.
36. 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 pay for their travel. It is the school's responsibility to check the availability of services for their day of travel

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

1. The issue and use of SPTS tickets is subject to [TfL's Conditions of Carriage](#) and the Conditions of Carriage or Travel of any relevant train operating company.
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. If your Tube or rail journey starts in zones 1 or 2 you can't start your journey before 09:50. You can travel from 09:30 where your journey starts in Zones 3 – 9. Bus and tram journeys can start from 09.30.
4. The last leg of a return journey (not just the return journey as a whole) must start before 16:30.
5. If you travel outside of the times given in 4.3 and 4.4 you will have to pay for your travel.

6. 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.
7. If a trip is cancelled the school must let TfL know immediately.
8. All SPTS tickets must be produced for inspection on each journey. Any ticket must be given up on request by ticket inspection staff.

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

1. It is the responsibility of every school to make sure that the school address, school email address and contact details provided to TfL are correct and up to date. For each application a valid email address and phone number must be provided (see 3.2 and 3.3 under Section 2 – Application to join the scheme above) and the name of the lead teacher for the trip should be provided.
2. 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.
3. Each applicant should make a note of the reference number so the SPTS team can help with any queries. If a reference number is not displayed on the screen after submitting an application you should phone the SPTS team immediately on 0343 222 1000 to check whether the application has been submitted.
4. The SPTS team relies on information provided by the school being accurate. They use this information to determine the volumes of school groups they'll allow to travel at certain times. However, if services are busy it is the school's responsibility to ensure that all members of the school group travel safely.
5. If you haven't received your tickets four working days before a proposed date of travel, you must contact the SPTS team on 0343 222 1000.
6. The group leader must make sure that the number of children and adults travelling don't exceed the number on the tickets that have been issued.
7. 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.
8. The group leader must make sure that the group travels together at all times and travels within the times and on the services permitted on the ticket.

9. The group leader, or whoever is holding the tickets on behalf of a group, should present the ticket(s) for inspection on boarding a bus or entering a station before others in the group.
10. The group must follow any instructions given by TfL or TOC staff. If a school group doesn't 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.
11. Services can be busy so you should make sure that the children in your group are aware of how to travel safely on TfL and TOC services. If you're travelling with children who've never travelled on busy transport services you should prepare them for what it will be like.
12. If you don't 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. Any schools known to travel or attempt to travel without tickets may be suspended from the scheme either for a fixed period or indefinitely.
13. All schools, apart from nursery schools, are set up with an online account to allow them to apply for SPTS tickets. The user name and password must only be given to and used by authorised members of school staff and must not be shared with anyone else.
14. If a school becomes aware of misuse of their user account they must immediately notify the SPTS team on 0343 222 1000. The school should then follow up by 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.
15. If a school merges with another school or changes its name it should notify TfL immediately at [schoolparty@tfl.gov.uk](mailto:schoolparty@tfl.gov.uk). TfL will then 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, they will be asked to pay for the group's travel. The group leader may be liable for a penalty fare.
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 or they are travelling outside of the hours stated under Conditions of Travel above.



3. If a school group travels or attempts to travel without a valid ticket, with more children or adults than stated on their tickets, or outside the permitted times, their details may be taken and passed to the SPTS team. The SPTS team will contact the head teacher of the school and provide full details of the incident. In such cases TfL may, 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. 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 for a fixed period or indefinitely.
5. 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.
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. The most up to date terms and conditions will always be available at <https://schoolparty.tfl.gov.uk>.

### **Section 7- How we will use your data**

1. The SPTS will use information about the school (for example your name and contact information) in order to administer the SPTS.
2. The SPTS may also contact schools with other travel related information, for example:
  - To let you know about planned industrial action
  - To make you aware of other disruption to services or planned works that may affect your journey
  - To make you aware of significant changes to these Terms and Conditions
  - To provide you with other information linked to your specific trip – for example if you are attending a major event
3. The SPTS 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 and relevant. This is for the purpose of helping TfL to work with

schools to improve behaviour where there are known issues with young people using public transport.

4. TfL may use aggregated, depersonalised data for research purposes or to analyse and evaluate use of the SPTS. Individuals cannot be identified from this data.

## **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 privacy and data protection legislation.