

1. Tickets & Fares:

- Through Tickets to / from Skipton are available
- Child fares are available at any time for young people up to their 18th birthday.
- Under Fives: Up to 3 children aged under 5 may travel free of charge with each fare paying passenger or concessionary pass holder
- The “£1 One way” fare is available to young people under 19. It is available on Saturdays, in school holidays, and only after 5.00 p.m. on school days. It is valid between Buckden & Grassington. Passengers wanting to travel to / from Skipton will need to buy another ticket from Keighley Bus Company for the Grassington Skipton leg.
- The Keighley Bus Company Day Rover ticket is accepted on the Venturer
- Ilkley Dales Bus & Train / Skipton Dales Bus & Train ticket are not accepted on the Venturer
- English national Bus passes are accepted - Passes must be valid and shown when boarding the bus.
- Dogs travel for free - however they must be under control and are not allowed on the seats
- The bus only has 16 seats and standing is not permitted. If the bus is full, then you will not be permitted to travel.
- Return and through ticket holders have no precedence over other passengers and UWB accepts no liability for loss or damage arising as a result of lack of accommodation for Return & Through Ticket Holders on any particular day or on any particular vehicle. Return tickets are not available for two journeys in the same direction. No refund will be made on unused portions of return tickets.
- Payment should be contactless where possible. If paying in cash, exact money should be tendered as no change can be given.

2. General:

- Under the terms of the Section 22 licence under which this service operates, only 16 passengers are permitted to travel (or 14 seated passengers and one wheelchair user). These limits include both adults and children.
- The Section 22 licence also requires that all passengers must be seated while the vehicle is in motion. Standing is not permitted. The grab handles provided are to assist with embarking and disembarking and do not indicate that standing is permitted.
- If anyone attempts to board the bus when the driver says it is full, then the bus will not set off until such time as that passenger gets off.
- Seat belts should be worn at all times.
- Push chairs must be folded as floor space is limited.
- Wheelchairs and powered mobility scooters cannot be accommodated.
- Hot food, hot drinks, ice cream and alcohol must not be consumed on board the bus.
- Abusive, aggressive or anti-social behaviour towards staff and other bus users will not be tolerated.
- Passengers under the influence of drugs or alcohol will not be carried.
- Smoking (including vaping) is not permitted on the Venturer.

- Upper Wharfedale Bus will not be liable for any loss, damage, injury or inconvenience which may be sustained by any person through the alteration or departure or arrival times, or through the alteration, suspension, or withdrawal, cancellation or deviation of any vehicle or service through the failure of any vehicle to perform its journey, or to stop when called upon to do so, or to depart or arrive at times advertised, or at all, or through any lack of accommodation, detention, delay, early running or want of punctuality, or through the display of any incorrect or misleading destination notice.
- Passengers must not lean out of windows and may only alight and board the vehicle when it has stopped to pick up or set down passengers.
- Luggage parcels, packages and other articles will be conveyed only at the passenger's risk and Upper Wharfedale Bus will not accept responsibility for any loss, damage or delay during transit whether due to negligence or any other cause whatsoever. The Company reserves the right to refuse to carry any article.
- Large and bulky articles accompanying passengers will only be carried if accommodation permits without causing discomfort or inconvenience to other passengers or without obstruction to the Driver in his duties. Luggage may not be placed in gangways or on the platform or in any position that may obstruct an entrance or exit.
- No passenger may take onto the Venturer any article or material of an explosive, corrosive, combustible, offensive or dangerous nature or which may be the source of inconvenience or nuisance to other passengers or which the driver considers likely to affect the cleanliness or tidiness of the vehicle.
- Passengers whose behaviour jeopardises the safety, security and comfort of other passengers and staff may be refused entry or requested to leave the bus.

3. Failure to comply with these conditions:

- If you are in breach of these Conditions, you may be asked to leave the bus, and refused further travel with no refund.
- Upper Wharfedale Bus reserves the right to take any other measures we consider necessary to protect the safety and comfort of our customers and staff including temporarily or permanently banning you from travelling following an incident of misconduct.
- The Venturer is fitted with CCTV to provide added security for our customers and staff. Signage is in place where CCTV is in use; recordings are used solely for the monitoring of safety, security, service quality and in support of relevant criminal and civil legal proceedings and complaint investigation. Images of you may be provided to the police, DVSA, the Traffic Commissioner or any other enforcement agency at their reasonable request.

4. Lost Property

- Upper Wharfedale Bus will not be responsible for loss or damage to any property left in the bus.
- The following information embodied in the Public Services Vehicles (Lost Property) Regulations 1978 as subsequently amended – should be carefully noted:-
 - a) Any person who finds property accidentally left on a bus shall immediately hand it to the driver.
 - b) Where any property is forwarded to a claimant, all costs of packing and carriage reasonably incurred, shall be paid to the Company by the claimant in advance.
 - c) The Company may dispose of unclaimed property:-
 - i. After 48 hours in the case of perishable property.
 - ii. After one month in the case of all other property.