



velvet

Barton Peveril College PurplePass Student Guide

2010/2011



Issue 1 - July 2010.



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Hello!

If you are a new customer then welcome to the wonderful world of purple buses! We are sure that you will love the fantastic service that we provide to our passengers and we hope that we will exceed your expectations.

If you are an existing customer, then welcome back! We hope that you will have another productive and successful year at Barton Peveril College and hope that you had a great summer break.

In this guide, you will find loads of handy information about our services and your PurplePass.



An online version of this guide is available on our website - www.velvetbus.co.uk or on our facebook fan page - www.facebook.com/velvetbus

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The Routes...

A

Boorley Green - Botley - Hedge End- West End - Mansbridge
- Barton Peveril College - Eastleigh

601

Hamble - Netley - Butlocks Heath - Bursledon - Lowford
- Hedge End Centre - Turnpike Way - Barton Peveril College

603

Hedge End, Upper St. Helens Road - Hobb Lane - Grange Park
- Tollbar Way - West End - Mansbridge - Barton Peveril College

612

Weston - Woolston - Sholing - Thornhill - Bitterne
- Bitterne Park - St. Denys Road - Barton Peveril College

This information is correct as of July 2010 but may change during the year. We will notify you of any changes happening through our website and on Facebook.



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The Pass...

Our exclusive Barton Peveril College PurplePasses are available in two forms:

1. Annually - £480.
Valid on your designated college route, plus unlimited travel on all of our other routes is thrown in for free during term time and over the Christmas and Easter holidays.
2. Termly - £180 per term.
Valid on your designated college route, plus unlimited travel on all of our other routes during term time is thrown in for free!

Our Barton Peveril College PurplePasses are also valid on Velvet A on evening journeys run by First and Sunday Journeys run by Stagecoach.

Your PurplePass can be purchased at Barton Peveril College on enrollment days for new students or on your first day back if you're a second year. You can pay by cash, cheque or card. Please note that there will be a 2% supplement for paying by credit card. Debit cards are free.

You can also purchase one of these passes directly from us at our office in Eastleigh. It's a bit tricky to find though so give us a call on 023 8061 2288 for directions! You can pay by cash or cheque.

Please make all cheques payable to:
Black Velvet Travel Ltd.

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Other ways to pay...

If you do not wish to commit to purchasing one of our Barton Peveril College PurplePasses, there are other ways of paying for your travel.

1. Daily - Our pay as you go fares can be bought as single or day-return tickets from your driver on the day. These are ideal if you only plan on using the bus on odd occasions.
2. Weekly - £17 - 1 weeks unlimited travel on any of our college or service bus routes. This can be bought from your driver. Just ask for a 1 week PurplePass Unlimited. (New weekly price starts in September 2010)
3. Monthly - £65 - 1 months unlimited travel on any of our college or service bus routes. This can be bought from your driver. Just ask for a 1 month PurplePass Unlimited. (New monthly price starts in September 2010)

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Join Velvet on Facebook!

It's the best way to keep track of any changes we may make to our services, fare alterations and dates of when and where to come to renew your Barton Peveril College PurplePass! Updates will be delivered straight into your news feed on your homepage.

Visit facebook.com/velvetbus and click 'Like'!

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Renewal...

Here's how to renew your pass at Christmas and Easter.

If you have purchased an annual pass, you will need to collect next term's pass *before* you break up for the holidays.

If you have purchased a termly pass, you will need to purchase next term's pass *after* the holidays.

A member of our team will be based somewhere in the college for you to come and collect your new pass.

Information about where in college we are based and what dates we are there will be posted on our website and on our facebook page, as well as through your tutors, on the student bulletin (The Pink) and an email will be sent to your college inbox.

When you are renewing your pass, you will need:

1. Your student ID.
2. Your old pass.
3. Payment for your new pass (termly only).

You will not be able to get your new pass without these things.

You will be told about any route or timetable changes during the renewal process.

We allow our college students to travel for free on the first 2 days back after the holidays on all of our college routes, plus one journey in on the A and one journey out. These two journeys are usually the ones arriving at college just after 08:00 and the one leaving Eastleigh just after 16:00. If you do not have your new pass after these dates, you will need to pay the appropriate fare.



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A few guidelines...

Once you have received your new PurplePass, please take a few moments of your time to read our travel guidelines.

If you cannot produce a valid pass when travelling, you must pay.

We know that sometimes you may forget to bring your pass with you but unfortunately you will be asked to pay your fare in full even if you have the same driver each day. This is a strict policy that Velvet stick to because we need to be fair to all of our passengers.

Please remember that our drivers see thousands of different faces every week, so they won't be able to remember everyone and each different pass they have and when it expires so if the rule is the same for everyone, no-one can complain that one person was let on the bus for free and another person wasn't.

At the start of a new term, we allow a 2 days grace period on our college buses, as well as one journey in and one journey out of college on the A. After this time if you have not been able to get your new pass for whatever reason, you will have to pay your fare in full. If you cannot pay your fare, you will be politely refused travel.

You must carry your Barton Peveril College ID with you each time you travel.

It is not essential to show your student ID to the driver every time you travel but you must have it on you to prove that you are a Barton Peveril Student. Our drivers have the right to ask you to produce your ID if necessary and random spot checks will be carried out.

If you do not have your ID with you, you will have your pass taken away and you will have to come to our office to collect it with your student ID and if you did not have enough cash on you at the time to pay for your fare on the bus, you will need to bring that as well.



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Anyone can use your pass, as long as they are @ Barton Peveril.

You can lend your PurplePass to your friends to use if you wish, but they must be attending Barton Peveril College and have their student ID on them at all times. If not, the pass will be withdrawn and you will have to collect it from our office and you may have to pay a £15 replacement fee.

Lost and Damaged Passes.

Please try and take care of your pass! However, if something happens, you will need to do one of the following.

If you lose your pass, you will need to buy a replacement from our office. These cost £15.

If your pass manages to break or snap then it can be replaced free of charge if you come to our office in Eastleigh as long as there are no parts of the pass missing and the serial number can be read.

If the serial number cannot be read clearly or part of your pass is missing, you will have to buy a replacement pass for £15.

If you have purchased a weekly or monthly pass from us, please be aware that these cannot be replaced if they are lost or stolen.

Please do not try and use your pass after its expiry date.

All of our drivers are aware what date our passes expire and this is easy to detect as the passes will be a different colour or design each term.

If you do try to use your pass after it has been expired, it will be withdrawn and you will have to pay for your journey.

Please remember that your pass remains our property at all times and we have the right to withdraw it at any time if we have good reason to.



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Bus Times...

We're really sorry but this information isn't available just yet. Please keep checking back here over the next week or so when we have the routes and times confirmed!

This information is correct as of July 2010 but may change during the year. We will notify you of any changes happening through our website and on Facebook.

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Talk to us, we won't bite!

If you need any further information, or to contact us in some way, please give us a call or send us an email!

Tel: 023 8061 2288

Email: talk2us@velvetbus.co.uk

Web: www.velvetbus.co.uk

Facebook: www.facebook.com/velvetbus



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