

Local Authority Post 16 Transport Policy Statement 2017/2018

Transport policy statement for learners aged 16–18 and continuing learners aged 19 and over

Name of Local Authority: Buckinghamshire County Council

Department Responsible: Children's Social Care and Learning

1. Summary of Policy Statement and Main Objectives

Buckinghamshire County Council is committed to ensuring that students aged 16–19 have access to educational opportunities at school or college, enabling them to acquire the knowledge, skills and experience necessary for them to pursue their chosen careers and, more importantly, to meet the challenge of employment and personal development in the future.

This Policy Statement describes the assistance with transport costs that is available to students aged 16-19, resident in Buckinghamshire, who are undertaking full-time further education courses.

This statement is published in line with the Department for Education national guidance:

www.gov.uk/government/publications/post-16-transport-to-education-and-training

2. Financial Support Schemes

2.1. The 16-19 Bursary Fund

A key priority of the Government is to close the gap in attainment between those from poorer and more affluent backgrounds, and to ensure every young person participates in and benefits from a place in 16-19 education and training. The Government provides funding to tackle disadvantage both through the Education Funding Agency's (EFA) funding formula and through the £180 million 16-19 Bursary Fund to help young people meet the costs of participating in education and training post-16. The scheme is made up of two elements:

- Bursaries of £1,200 a year are available for the most vulnerable groups. This includes:
 - Young people in Care
 - Care Leavers
 - Young people claiming Income Support or Universal Credit
 - Disabled young people in receipt of both Employment Support Allowance and Disability Living Allowance (or Personal Independence Payment)

The rest of the fund is awarded on a discretionary basis by education institutions. Institutions decide how to use this funding and can award discretionary bursaries to any student that is facing genuine financial barriers to participation. Institutions set their own eligibility criteria, decide on how much is paid, and they set their own conditions for students to meet in order to receive a bursary; for example, linked to behaviour or attendance or assistance with travel costs.

To find out if you are eligible for a bursary please contact your relevant school or college.

2.2. Care to Learn scheme

Care to Learn (C2L) helps young parents (under 20 years old when their course starts) to continue in or return to learning by assisting with the costs of childcare and associated travel. Any publicly-funded learning in England can be undertaken.

The scheme pays up to £160 per week per child directly to the childcare provider on behalf of the learner (£175 if the learner lives in London). The childcare provider must be registered with Ofsted or the Care Quality Commission, as described in the Care to Learn Provider Guidance.

The costs of travel between the student's home and their childcare provider may also be paid if the combined cost of childcare and the travel does not exceed the maximum weekly amount.

Please see the following link for further details of the scheme and how to claim:

www.gov.uk/care-to-learn/overview

3. Transportation Schemes

3.1. College Transportation:

3.1.1. Aylesbury College

The Aylesbury College Support Scheme can provide students with travel money which will get paid directly into their bank accounts on a weekly basis. Students can apply for travel support if they are aged 16-19, live more than 3 miles away from Aylesbury College and have a household income of less than £25,000. This support is dependent upon 90% attendance by the student.

For more information please see the Financial Support pages on our Website

www.aylesbury.ac.uk/financial-support or contact:

Student Services on 01296 780213 or studentservices@aylesbury.ac.uk

For more information please see the Financial Support pages on the College Website

www.aylesbury.ac.uk or contact:

Student Services on 01296 780213 or studentservices@aylesbury.ac.uk

3.1.2. Amersham and Wycombe College

Assistance with travel costs will only be made for students not qualifying for Buckinghamshire County Council's 16-Plus Free Travel Scheme or any similar scheme offered by the home authority. All support is means tested and the maximum amount paid to assist with travel is normally £150 per term. For enquiries please call 01494 585 387 or email: StudentAdvisors@amersham.ac.uk.

The College also provides a number of bus services. The routes are:

- Marlow to/from High Wycombe Campus (via Bourne End and Wooburn Green)
- Princes Risborough to/from Amersham Campus (via Great Missenden);
- High Wycombe town centre to/ from High Wycombe Campus;
- Hemel Hempstead to Amersham Campus;
- Chesham to High Wycombe Campus (via Amersham, Beaconsfield, Holtspur, Loudwater);
- Shuttle between Amersham station and Amersham Campus.

These services run at the beginning and the end of the day only and are intended for students for whom there is otherwise no suitable public bus or train service. The College also provides minibus transport for certain students who are eligible to receive support.

The College is continually reviewing its transport provision and further details are available from the College website: www.amersham.ac.uk/transport/

3.1.3. Berkshire College of Agriculture (BCA)

BCA offer transport from a wide range of areas. The charge of the annual pass for 2017/18 will be from £600 for an annual pass. Students will also be able to purchase single journey tickets from the college reception. Learners aged between 16-18 and 19-24 from low income households may be eligible to apply for financial assistance with regards to the cost of the BCA transport through the Discretionary Learner Support Fund.

The College is continually reviewing its transport provision and further details are available from the College website: www.bca.ac.uk/parents/transport/.

3.1.4. Henley College

The college offer a number of services serving Buckinghamshire. Students with a household income of less than £30,000 can apply for travel support from the college. For enquiries please call 01491 634006 or 01491 634010, or email studentservices@henleycol.ac.uk.

More information can be found on the College Website: www.henleycol.ac.uk/support/finance/

3.1.5. Moulton College

Moulton College organise a network of subsidised minibuses and coaches, offering transport to students from most parts of Northamptonshire and surrounding counties. For more information please log onto www.moulton.ac.uk/ or call 01604 491131.

3.1.6. Other colleges

Other colleges may be able to assist with transport costs, for further information please contact the Student Services department of the college.

3.1.7. Buckinghamshire University Technical College (UTC)

Learners from low income households may be eligible to apply for help from the Bucks UTC.

For further information please visit the Bucks UTC's website: www.buckinghamshireutc.co.uk, email: info@buckinghamshireutc.co.uk or call on 01296 388450

3.2. The Buckinghamshire County Council 16-Plus Free Travel Scheme:

Buckinghamshire County Council and its partners are committed to helping students overcome barriers to learning and provide wider access to ensure that people from all backgrounds, irrespective of where they live or their personal circumstances and responsibilities, can take part in learning.

Buckinghamshire County Council runs a 16-Plus Free Travel Scheme. This scheme provides free transport during the 2017/18 academic year for students who have an Education, Health and Care Plan (EHCP) and meet the eligibility criteria below.

Free transport is arranged for those who meet the eligibility criteria in this scheme (as detailed below) who are 16, 17 or 18 years of age before 1st September including those who have commenced their current course prior to their 19th birthday (where transport assistance will be provided until they complete their course). A passport sized photo will be required for a bus pass where transport provision is to be on a bus service and this will be requested by the SEN Transport Officer.

Who can join the 16-plus free travel scheme for academic year 2017/18?

You can join this scheme if you meet **all** of the following criteria;

- You have an Education, Health and Care Plan (EHCP) **and**
- You live in Buckinghamshire **and**
- You were born after 31st August 1998 and before 1st September 2001 **and**
- You live more than 3 miles walking distance from your chosen school or college **and**
- You will be undertaking a full-time further education course (or similar course as deemed by the Local Authority) of at least 16 hours per week **and**
- You will be attending your nearest school or college (for travel purposes) that provides the further education course required **and**
- You are progressing to the next level of further education from the level of course you completed last year (students re-taking or studying GCSEs only will not be entitled to this travel scheme)

The map over page shows the nearest or most appropriate college for the area in which you live. If you meet all of the above criteria and begin your current course prior to your 19th birthday we will provide travel assistance until you complete the current course.

You cannot join the scheme if:

- You do not meet all of the above criteria
- You will be undertaking a higher-education course
- A similar (but not necessarily identical) course is available at a school/college which is nearer and/or more appropriate to travel to

Note: The Council will be looking to consult on its Post-16 Free Travel Scheme during the 2017-18 academic year in preparation for the annual publication of our policy statement at the end of May 2018.

Mileage allowance for entitled students

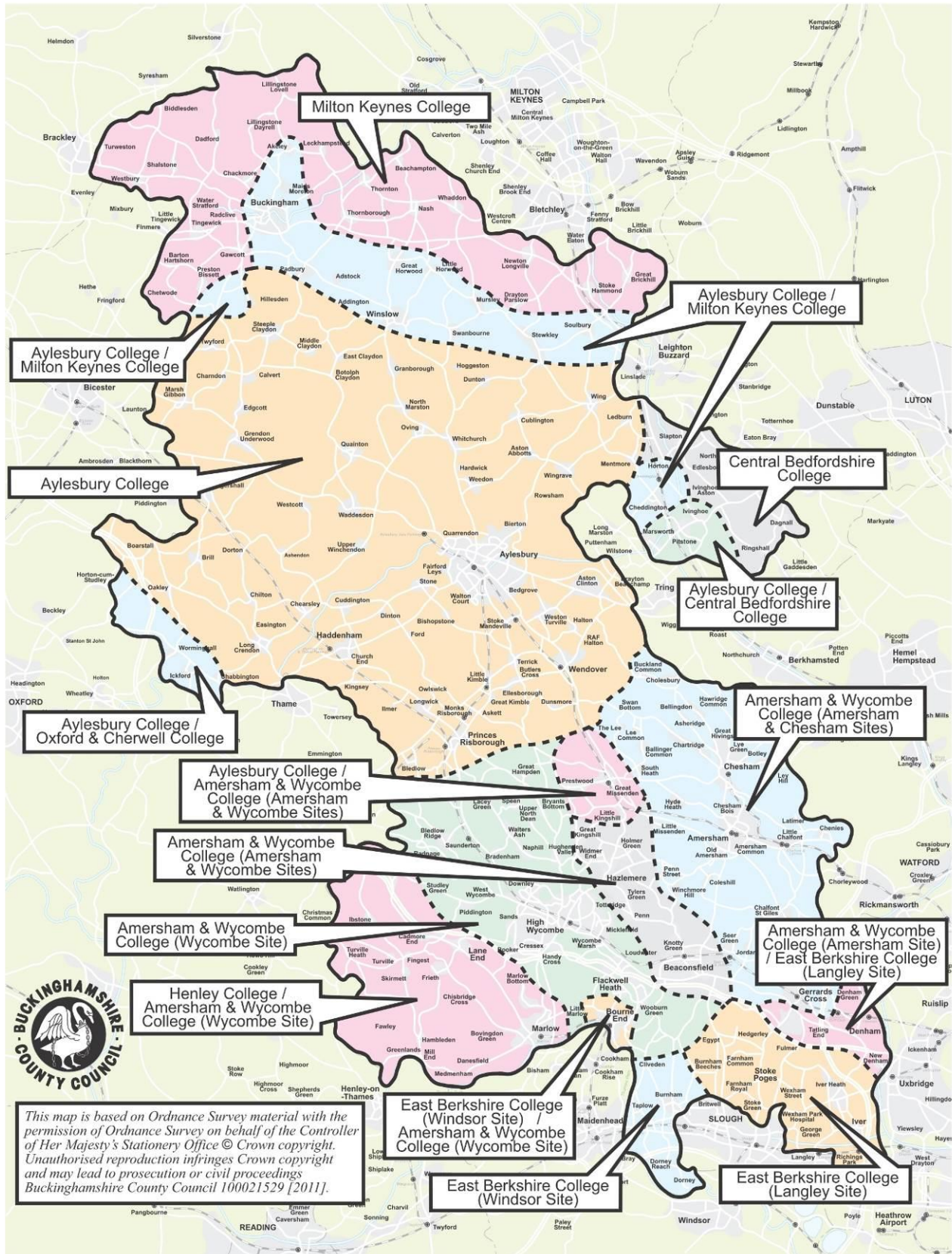
In limited circumstances, we may agree for you to claim a mileage allowance for travelling by car or motorcycle. If you are entitled to a mileage allowance it will be for one return journey per day. However, we do have the right to offer you public transport or an existing transport service instead if the mileage allowance is not the cheapest option. If we agree to give you a mileage allowance, we will send you a claim form each term and you will need to complete this with sign off from the school / college and return to the Client Transport SEN Transport Team.

What transport will be provided?

Entitled students will receive a travel pass for either a dedicated school bus (6th form / year 12 eligible students) or public transport service. We have the right to limit places to a specific service that is available only at the beginning and end of a normal academic day. We do not issue travel passes for single outward or homeward journeys only.

The following map shows the nearest or most appropriate college for the area in which you live.

Which Is My Nearest College For Travel Purposes?



How is my travel pass renewed?

Students will be provided with an annual pass which will then be renewed each summer for the following academic year. You will either be sent a renewal form in June/July 2017 from the Admissions & Transport team, and be asked to complete it informing us of any changes to your course / place of study as detailed below, or it will be renewed through the SEN Team based on the following and any changes to circumstances.

We only carry on providing transport each year if you progress onto the next level up in education. This is assessed on a case by case basis taking into consideration individual learning needs and circumstances. This can be progressing onto the second or third year of the course or moving up a level i.e. from a level 1 course to a level 2 course or from a level 2 course to a level 3 course. If you change subjects but remain on the same level as the previous academic year this is not a progression and students will be refused transport for that particular year.

Where a student who has been in 6th form / year 12 / college during the 2015/16 academic year and was entitled to transport under the 16-Plus Free Travel Scheme, during the first year of their course, but do not hold a statement of SEN or an EHCP for the academic year 2017/18, their entitlement will be honoured for the coming 2017/18 year whilst they complete their course, where they continue to meet the above criteria of progressing onto the next level of their course and the other eligibility criteria.

What do I do if my travel pass is lost or stolen?

If your travel pass is lost or stolen, you will need to send a cheque or postal order for £13 (payable to Buckinghamshire County Council) with a written request for a replacement. You must quote your student reference number, name, address and date of birth, and send your cheque and written request to Client and Public Transport. An online payment option is also available to pay for replacement passes.

3.3. Paid-for Travel Scheme for School Sixth Form / year 12 students:

Where there is spare capacity on home to school buses, places may be sold to 6th form learners who do not qualify for the 16-Plus Free Travel Scheme. The Paid-for Travel Scheme fare rate is available on the Paid-for school transport and Post-16 Transport web pages. For more information and to apply for a place please see the paid-for school transport website or contact Client and Public Transport team via the Contact Us form on the website.

Paid-for school transport website:

www.buckscc.gov.uk/services/education/school-transport/paid-for-school-transport/

School Transport website:

www.buckscc.gov.uk/services/education/school-transport/

Contact Us form:

www.buckscc.gov.uk/client-transport-contact-form

Bus and Rail services (Prices as at April 2017):

3.3.1. Arriva

Arriva offer daily, weekly monthly and annual zone tickets for their buses; and students are entitled to a student discount. The price for an annual all zones ticket for Herts/Beds & Bucks is £609. Student NUS, ISIC, or College ID card and number will be needed to validate your ticket.

3.3.2. Chiltern Railways

Chiltern Railways offer season tickets for periods of a week, month, month + (a more flexible ticket) or a year. A monthly ticket from London Marylebone to High Wycombe costs £329.90 and a weekly ticket costs £85.90. Holders of monthly or longer Season Ticket or Travelcard Season Ticket valid to High Wycombe station can use their ticket for free travel on local Arriva buses within the High Wycombe urban area at any time of day, 7 days a week. Holders of monthly or longer Season Ticket or Travelcard Season Ticket valid to Aylesbury station you can use this ticket for free travel on local Arriva, Silver Rider, Water Rider and Purple Route 7 buses within the Aylesbury urban area at any time of day, 7 days a week. Holders of monthly or longer Season Ticket or Travelcard Season Ticket valid to Aylesbury Vale Parkway station you can use your ticket for free travel at Monday to Friday peak times on Arriva bus 16 to/from Steeple Claydon, Westcott, Quanton and Waddesdon.

3.3.3. Carousel Buses

Carousel Busses offer daily, weekly and monthly zone tickets. There is a 25% student discount on single and day return fares on most of the commercial routes. Please contact the bus company for information on cost and availability.

www.carouselbuses.co.uk

3.3.4. First

First offers scholar's season tickets. Please contact the bus company for information cost and availability.

3.3.5. 16-25 Railcards

16-25 Railcards are available for full-time students between 16–25 years, at a cost of £30.00 a year or £70 for 3 years. This allows holder to receive one-third off most off-peak rail fares (price as at May 2016).

www.16-25railcard.co.uk/

3.3.6. Citizen Card

Buckinghamshire residents aged 16 and 17 are entitled to the 'Make More Citizen Card'. The Citizen Card entitles card holders to travel on buses at a reduced single fare for £1.20 per single trip within Arriva's Aylesbury and Wycombe zone and Carousel Buses' zones 1, 2 and 3. Single journeys operating outside of these zones or crossing the zone borders will be £1.50. The card is only valid for journey after 9am on weekdays and all day at weekends. More information and application forms can be found at:

www.buckscc.gov.uk/services/transport-and-roads/buses-and-trains/apply-for-a-citizencard-for-16-17-year-olds/

3.3.7. Other transport providers

Other transport providers may offer discount schemes, please contact them direct for details.

3.3.8. National Traveline

For country wide bus and rail timetable information:

www.travelinesoutheast.org.uk

3.3.9. Buckinghamshire Travel Information Service

The following website provides comprehensive information about public transport services in Buckinghamshire - covering all bus, coach and train services:

www.buckscc.gov.uk/transport/buses-and-trains/

Bus timetables are available as are numerous publications and maps.

4. Times of day that learners can use their travel pass

Buckinghamshire County Council's 16-Plus Travel pass is valid for one return journey per school or college day and may be restricted to specific service/s. If a student needs to begin their journey before 07:30 or they are required to attend tutored classes after 18:30, extensions to the travel card times can be arranged – please contact the Client and Public Transport team via the Contact Us form on the website.

All college services are available for one return trip per college day, on the specified service.

5. Confirmation that support will continue to be made available to learners who reach 19 whilst continuing on a course

Eligible students for transport who have commenced their current course prior to their 19th birthday will continue to be entitled to transport assistance until they complete their course.

6. How will learners be assessed to see if they are eligible for support?

See sections 2 Financial Support Schemes and 3 Transportation Schemes above for details on eligibility assessments.

7. Transport assistance available for students aged 16-18 with learning difficulties and/or disabilities, including those aged over 19 or learners facing other difficulties in following their courses.

7.1. The Buckinghamshire County Council 16-Plus Free Travel Scheme:

Buckinghamshire County Council will provide appropriate transport for students aged 16–19 years with special needs who are entitled through the 16-Plus Free Travel Scheme as detailed above under section 3.2.

7.2. Young adults with a learning difficulty and/ or disability aged 19–25 who do not have an EHCP

A contribution to transport costs may exceptionally be available from Buckinghamshire County Council's Communities, Health and Adult Social Care (CHASC) service area for young adults with a learning difficulty and / or disability aged 19–25 who do not have an Education, Health and Care Plan (EHCP). This will be dependent on the young adult being assessed as eligible under the Care Act 2014 and education forming part of the assessed eligible need. In these circumstances, transport to and from the education provider may be taken into account, but would be subject to the Adults and Family Wellbeing **charging policy** as detailed in the link below:

www.buckscc.gov.uk/services/care-for-adults/policy-and-strategy/

All enquiries with regard to transport support from CHASC should be made through the Community Response and Reablement Team. Email: crr@buckscc.gov.uk

Young adults aged 19-25 with a learning difficulty and / or disability may also be eligible for a Motability Allowance, depending on the nature of their primary need.

www.motability.co.uk/

Where possible we will provide information on any other schemes (i.e. community transport education journeys and taxi card scheme / voluntary car schemes) that might be of assistance, according to the individual circumstances of the student.

8. When should learners start to apply for transport support?

8.1. College Schemes

See section 3.1 above for details on support provided directly through the Colleges and section 12 below for college contact details.

Although it is possible to apply at any time for FE college transport schemes, it is advisable to apply early as places are often limited and allocated on a first come first served basis.

8.2. Bucks 16-Plus Free Travel Scheme

Eligibility for the 16-Plus Free Travel Scheme (for students with an EHCP as detailed above under section 3.2) is determined by the SEN Team and you will be informed by them of whether you will receive this.

Information about how to apply for the paid-for scheme for school 6th form / year 12 students is available here:

www.buckscc.gov.uk/services/education/school-transport/paid-for-school-transport/

9. Help that learners can apply for if travelling to a course beyond the LA area

Buckinghamshire County Council's 16–Plus Free Travel Scheme supports students attending courses at colleges outside Buckinghamshire, if it is the nearest college that offers the course.

Connexions Buckinghamshire can offer advice on courses and can be contacted on: 0845 313 3413 or through their website at www.connexionsbucks.org.uk

10. What help is available for learners who attend a further education institution which is beyond daily travelling distance and they need to stay away?

10.1. Bucks 16-Plus Free Travel Scheme

Buckinghamshire County Council transport policy deals with daily travel and does not include residential placements.

For students who attend a further education institution which is beyond daily travelling distance, assistance with travel to college at the beginning and end of each term may be available through Buckinghamshire County Council's 16-Plus Free Travel Scheme.

10.2. Government Schemes

There are two government schemes that offer support with accommodation costs for students:

10.2.1. the Residential Bursary Fund (RBF)

The Residential Bursary Fund (RBF) is intended to provide financial help towards the costs of accommodation for young people attending one of the designated institutions delivering specialist provision, where that provision requires the young person to be resident in order to participate because it is not available locally and/or because it requires students to be available at unsociable hours on a regular basis.

10.2.2. the Residential Support Scheme (RSS).

The Residential Support Scheme (RSS) provides financial support with accommodation costs for students (aged between 16 and 18) who need to live away from home to study because their course is not available locally. Please contact your college for further details.

11. Feedback and Complaints

We aim to provide high quality services which deliver good value for money. We want to hear what you think about our services. We want to know when things go right, when things go wrong and to hear your ideas on how we could do things better. What you say is important and will help us improve our services to you.

For general enquiries, or complaints about the application of the 'Paid-for Travel Scheme' or the operational running of the transport:

Client Transport Team
Buckinghamshire County Council
County Hall, Aylesbury HP20 1YZ

Tel: 01296 387439 (open from 8am term time and 9am non-term time)
Contact Us online form: www.buckscc.gov.uk/client-transport-contact-form

If you have a suggestion for improvement, a complaint or compliment about a specific service, please contact the person or service area you have been dealing with. You can call 08453 708090 and ask to speak to them or [use the online form](#):

www.buckscc.gov.uk/services/contact-and-complaints/

12. Points of contact for learners seeking transport support

Local Authority: Buckinghamshire 16–Plus Free Travel Scheme

<u>Eligibility</u>	SEN Team County Hall Aylesbury BUCKS HP20 1UZ	Phone: 01296 382269 Email: sen@buckscc.gov.uk Contact Us form: www.buckscc.gov.uk/sen-team-contact-form
<u>Renewals</u>	Admissions and Transport Team County Hall Aylesbury BUCKS HP20 1UZ	Phone: 01296 383250 Contact Us form: www.buckscc.gov.uk/admissions-contact-form
<u>Queries on transport use</u>	Client and Public Transport County Hall Aylesbury BUCKS HP20 1YZ	Phone: 01296 387439 Contact Us form: www.buckscc.gov.uk/client-transport-contact-form

Colleges:

AMERSHAM & WYCOMBE COLLEGE	www.amersham.ac.uk
<u>Amersham Campus</u> Stanley Hill Amersham BUCKS HP7 9HN	Phone: 0800 614 016 E-mail: info@amersham.ac.uk
<u>High Wycombe Campus</u> Spring Lane Flackwell Heath High Wycombe BUCKS HP10 9HE	
AYLESBURY COLLEGE Oxford Road Aylesbury BUCKS HP21 8PD	www.aylesbury.ac.uk Phone: 01296 588588 E-mail: enquiries@aylesbury.ac.uk
EAST BERKSHIRE COLLEGE	www.eastberks.ac.uk
<u>Langley Campus</u> Station Road Langley Berks SL3 8BY	Phone: 0845 373 2500 E-mail info@eastberks.ac.uk
<u>Windsor Campus</u> St Leonards Road Windsor Berks SL4 3AZ	
BERKSHIRE COLLEGE OF AGRICULTURE Hall Place Burchetts Green Maidenhead Berks SL6 6QR	www.bca.ac.uk Phone: 01628 824444 or 0800 0711666 Online enquiry form: www.bca.ac.uk/contact/get-in-touch/
CENTRAL BEDFORDSHIRE COLLEGE Kingsway Dunstable Beds LU5 4HG	www.centralbeds.ac.uk Phone: 01582 477 776 Email: enquiries@centralbeds.ac.uk
HENLEY COLLEGE Deanfield Avenue Henley on Thames Oxon RG9 1UH	www.henleycol.ac.uk Phone: 01491 579988 E-mail: info@henleycol.ac.uk

MILTON KEYNES COLLEGE	www.mkcollege.ac.uk
<u>Bletchley Campus</u> Sherwood Drive Bletchley Milton Keynes, MK3 6DR <u>Chaffron Way Campus</u> Woughton Campus West Leadenhall Milton Keynes MK6 5LP <u>Silbury Campus</u> 200 Silbury Boulevard Milton Keynes MK9 1LT	Phone: 01908 684444 E-mail: info@mkcollege.ac.uk
MOULTON COLLEGE West Street Moulton Northampton NN3 7RR	www.moulton.ac.uk Phone: 01604 491131 Email: enquiries@moulton.ac.uk
WEST HERTS COLLEGE	www.westherts.ac.uk
<u>Watford Campus</u> Hempstead Road Watford WD17 3EZ <u>Kings Langley Campus</u> Langley Waters, Home Park Kings Langley, WD4 8LZ <u>Dacorum Campus</u> Marlowes Hemel Hempstead HP1 1HD	Phone: 01923 812000 E-mail: admissions@westherts.ac.uk

Connexions Buckinghamshire

Connexions Buckinghamshire 0845 313 3413 www.connexionsbucks.org.uk

School Transport Travel information:

Details of home to school transport services are available from:

BCC Client & Public Transport Team

County Hall

Aylesbury

BUCKS HP20 1YZ

Phone: 01296 387439

Contact Us: www.buckscc.gov.uk/client-transport-contact-form

National Traveline

For country wide bus and rail timetable information:

www.travelinesoutheast.org.uk

Buckinghamshire Travel Information Service:

www.buckscc.gov.uk/transport/buses-and-trains/

This website provides comprehensive information about public transport services in Buckinghamshire - covering all bus, coach and train services.

A Journey Planner service is available as are numerous publications and maps.

Buses:

<p>ARRIVA Customer Services FREEPOST ANG 7624 Luton LU4 8BR</p> <p>Phone: 0844 800 44 11 E-mail: via contact form at www.arrivabus.co.uk/contact-us/</p>	<p>MARSHALLS COACHES Firbank Way Leighton Buzzard Beds LU7 4YP</p> <p>Phone: 01525 376077 or 01525 381145</p> <p>Email: info@marshalls-coaches.co.uk www.marshalls-coaches.co.uk</p>
<p>CAROUSEL BUS Carousel Buses Ltd Unit 2, Hughenden Avenue, High Wycombe HP13 5SG Phone: 01494 450151 Email: info@carouselbuses.com.uk www.carouselbuses.co.uk/</p>	<p>MOTTS TRAVEL Garside Way Stocklake Aylesbury Bucks HP20 1BH Phone: 01296 398300 Email: info@mottstravel.com www.mottstravel.com</p>
<p>FIRST BUS BERKSHIRE AND THAMES VALLEY First Coldborough House Market Street Bracknell, RG12 1JA Phone: 01344 782222 www.firstgroup.com/</p>	<p>REDLINE BUSES 8 Gatehouse Way Aylesbury HP19 8DB Phone: 01296 426786</p> <p>www.redlinebuses.com/</p>
<p>STAGECOACH MIDLANDS Main Road, Far Cotton Northampton NN4 8ES Phone: 08456 6001314 Email: midlands.enquiries@stagecoachbus.com</p>	<p>RED ROSE TRAVEL Oxford Road, Dinton Aylesbury Bucks HP17 8TT Phone: 01296 747926 Email: office@redrosetravel.com www.redrosetravel.com/</p>

STAR TRAVEL Contact via e-form at www.startravelbuses.co.uk	LANGSTON & TASKER 23 Queen Catherine Road Steeple Claydon Buckingham MK18 2PZ Phone: 01296 730347
TURNERS MINIBUSES 105 Asheridge Road Chesham Bucks HP5 2PZ Phone: 01494 791771	MAGPIE TRAVEL Binders Industrial Estate Cryers Hill High Wycombe Bucks HP15 6LJ Phone: 01494 715381
Z&S Unit 5 Chamberlain Road Aylesbury Bucks HP19 8DY Email: office@zands.co.uk	

Trains:

NATIONAL RAIL ENQUIRIES www.nationalrail.co.uk Phone: 08457 484950	LONDON MIDLAND TRAINS Customer Services Team London Midland PO Box 4323 Birmingham B2 4JB Phone: 0844 811 0133 or 0121 6342040 from a mobile www.londonmidland.com
CHILTERN RAILWAYS Customer Services Banbury ICC Merton Street Banbury Oxfordshire, OX16 4RN Phone: 08456 005 165 www.chilternrailways.co.uk	FIRST GREAT WESTERN LINK Customer Services Team First Great Western Freepost SWB40576 Plymouth PL4 6ZZ Phone: 0345 7000 125 www.firstgreatwestern.co.uk