



Harrogate Bus Station – Condition of Use for Bus Operators

Overall Statement

The Bus Station Manager (the Manager) appointed by The Harrogate Bus Company (Harrogate & District Travel Ltd) will grant access to Harrogate Bus Station (the Bus Station) located on Station Parade, Harrogate to operators of Local Bus Services (Users) on fair and reasonable terms and without undue discrimination as required in the LOCAL BUS SERVICES MARKET INVESTIGATION (ACCESS TO BUS STATIONS) ORDER 2012 (the Order).

Failure of a User to abide by the conditions of use set out in this document may result in that User being excluded from the Bus Station.

Request for access to the Bus Station should be made in writing to:

The Bus Station Manager

The Harrogate Bus Company

Prospect Park

Broughton Way

HARROGATE

HG2 7NY

Or by email to: harrogatebusstation@transdevbus.co.uk

The request must specify

- The scheduled arrival time of journeys, including journeys arriving not in service.
- The scheduled departure time of each journey, and whether that journey is operating in service or not.
- The destination of each in service departure
- The full timetable for the service in so far as journeys to or from the Bus Station is concerned.
- The days on which each journey will operated
- Details of any service numbers used.
- Details of the type(s) of vehicle to be used including the length in metres, and the location of passenger entrances/exits.
- The full name and address of the operator making the request
- Details of a contact person including telephone numbers, and e-mail address.
- Out of hours contact details
- Any other relevant information.

Requests for access to the Bus Station must be received at least 42 days prior to the service starting.

Existing Users must notify the Manager of any changes to timetables at least 42 days prior to the change taking effect.

Potential and existing Users are encouraged to discuss future timetables with the Manager ahead of submission of registrations to the Traffic Commissioner in order to ensure that departure facilities are available.



Users of the Bus station must provide the Manager with a copy of their vehicle and public liability insurance annually.

The Bus Station

The normal operating hours of the Bus station are:

- Monday to Friday 0530 - 0030
- Saturday 0600 - 0030
- Sundays, Bank Holidays 0700 - 2330

The Bus Station has 13 departure stands one of which is reserved for coach departures. No layover bays are available.

The design of the bus station is such that it is unsuitable for use by certain types of vehicle including articulated buses, buses with rear entrances/exits and buses with a centre exit door.

Details of departures are shown adjacent to each departure stand and the displays are maintained by the Harrogate Bus Company using data provided with the registration.

A staffed customer assistance point giving impartial travel information and advice is normally available during the following hours

- Monday to Friday 1000-1630

An Operational Supervisor is available during the following hours

- Monday to Friday 0815 - 0020
- Saturday 0900 - 0020
- Sundays, Bank Holidays 1000 - 0000

No facilities are available for drivers within the Bus Station.

Any User shall abide by the Operating Instructions set out in Annex 1

Allocation of Stands

Departure stands will be allocated with regard to

- The destination of the service, ie services with similar destinations will be grouped together wherever possible.
- The type of vehicle to be used
- Preferences of the operator concerned.
- Available capacity.

Departures are allocated to stands on the basis of 10 minute departure slots.

Requests for extended layover time should be made when applying for access to the Bus Station. Lay-over space will be allocated on fair and reasonable terms and without undue discrimination.

Charges

A charge of 80p for each departure and 80p for each arrival which does not have a corresponding in service departure. Charges are reviewed on 1st April each year and operators are notified by 1st March.

Dispute Resolution

In accordance with Article 6.1 of the Order a User must inform the Manager in writing of its intention to initiate the dispute resolution procedure within 50 days of the dispute arising. Where it is agreed to appoint an Independent Expert, the cost of appointing such



Independent Expert will be borne equally between the Manager and User. Where the dispute involves a number of Users, half of the cost of appointing the Independent Expert is to be borne by the Manager and the other half by the Group as a whole.

In accordance with Article 6.2 of the Order a dispute regarding the provisions of the Conditions of Use must be initiated within eight weeks of the Conditions of Use (or disputed amendment) coming into effect or first applying to the User, whichever date is later.

ANNEX 1 OPERATIONAL INSTRUCTIONS

1. The Harrogate Bus Company (Harrogate & District Travel Ltd) has a responsibility for the safe operation of the Bus Station. Any instruction issued to staff by a Group Representative must be complied with.
2. All staff when using a Bus Station must comply with notified Health and Safety Procedures at all times. And Users must ensure that all drivers have been issued with a copy of the attached Health and Safety instructions contained in ANNEX 3.
3. All vehicles using the Bus Stations must be in a roadworthy condition and fully compliant with statutory PCV Regulations.
4. Drivers must follow instructions given by authorised person.
5. No canvassing or soliciting custom by drivers is permitted.
6. All drivers must wear a High Visibility Vest at all times when walking on or across vehicle movement areas.
7. The maximum speed within the Bus station, as displayed on signs, must be strictly adhered to at all times.
8. Engines must not be left running when parked on a stand or lay-over bay.
9. All spillages must be reported to the bus station duty manager immediately.
10. Drivers must STOP and GIVE WAY to any reversing vehicle.
11. Vehicles must not be reversed at Harrogate Bus Station except when leaving a departure stand or lay-over bay.
12. Hazard Warning Lights and Reversing Horns must be used when reversing.
13. Vehicles must not be left unattended at the Bus Stations.
14. All accidents within the Bus Station, no matter how slight, must be reported to the Manager in writing within five working days of the occurrence.
15. In case of accident where the emergency services are summoned, the incident must be reported immediately to the Duty Manager at Harrogate Bus Station (07771391636) or Local Management.
16. Failure to abide by these operational instructions could result in a User being refused access to the Bus Station.