

LETTUCE CUT EMISSIONS

Ditch the car, grab your bus pass!

Easy sustainable travel for students

Guaranteed seat at a fixed termly cost

Bus Service – West Suffolk College, Abbeygate Sixth Form College & University Centre

1. Who can use the college bus service?

This service is available to students attending West Suffolk College and Abbeygate Sixth Form College and is operated by Zeelo, on their Konectbus services

2. What is Zeelo?

Zeelo is a dedicated home-to-college transport provider offering:

- An online booking platform
- 24/7 customer support
- Live vehicle tracking
- Status notifications for every service

3. How do I book a seat?

Tickets can be purchased directly from Zeelo. Visit the link on the **Travelling to Campus** page of the college website to access the booking portal.

4. What ticket options are available?

Only **termly tickets** are available. These provide a guaranteed seat for the full term. There are no annual passes or ticket bundles.

5. Is there a reduced ticket option for part-time students?

We are currently exploring a reduced ticket option for part-time students at West Suffolk College. Updates will be shared once confirmed.

6. How do students board the bus?

Students use the **Zeelo app** to access their digital ticket, which is scanned when boarding.

7. Will the routes remain the same for next year?

Routes are reviewed regularly. If your area isn't currently served, you can use Zeelo's "request a stop" feature. All requests are reviewed and considered for future updates.

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8. What if I have feedback or concerns?

Please contact Zeelo directly via:

- Live chat on their website
- Email: contact@zeelo.co
- Phone: 0330 808 3306

9. Is financial assistance available?

Yes. Bursaries including a new travel bursary are available to help with transport costs. Visit the Financial Support page on the college website for details.

10. Can I get a refund if I stop using the bus?

No, payments for college bus passes are non-refundable once issued. Refunds will only be considered in exceptional circumstances, such as a student permanently withdrawing from the college or experiencing serious medical issues that prevent continued travel

11. What if I lose my phone, or the battery dies?

You will need to speak with the bus driver who will be able to manually sign you on bus.

12. If I do not achieve the required qualifications and decide to withdraw my college application, am I eligible for a refund on my bus ticket?

Yes, a full refund will be provided as long as the ticket remains unused, and your withdrawal takes place before the academic year begins.