



Conditions of Carriage



10 September 2019

Contents

1	Introduction	3
2	Useful contacts	5
3	Explanation of terms	6
4	Services, safety and customer comfort	8
5	NET Photo-cards, fares and tickets	10
6	Using tickets	12
7	Replacement tickets	19
8	Ticketless travel and penalty fares	20
9	Suspected fare evasion	22
10	Refunds	23
11	Access	24
12	Luggage, possessions and animals	26
13	Lost property	27
14	Bicycle racks	28

1. Introduction

1.1 This booklet contains the Conditions of Carriage relating to the Nottingham Express Transit (NET) system.

1.2 The Conditions set out your rights and obligations under the contractual relationship between us. We also draw your attention to separate legal requirements including the following:

- Our Websites and the NET GO! App Terms of Use – a copy of which is available from [here](#).
- Our Cookies Policy – a copy of which is available from [here](#).
- Our Privacy Policy – a copy of which is available from [here](#).
- The Byelaws – Copies of which are available from [here](#).
 - www.thetram.net
 - NET Travel Centre, 4 King Street Nottingham, NG1 2AS
 - Tramlink Nottingham Limited, 4th Floor, Loxley House, Station Street, Nottingham, NG2 3NG.
- The rights of consumers under the Consumer Rights Act 2015, or any statutory modification or re-enactment of it.

1.3 These Conditions replace all previous versions. They are valid until further notice but may be amended from time to time. They come into force from the date shown on the front cover, and subject to the above will remain in force with any amendments we may make, until they are re-published. Our staff and agents have no authority to make individual exceptions to the Conditions of Travel.

1.4 For the most up to date version and any amendments, visit:

- www.thetram.net or obtain a copy from the NET Depot, Wilkinson Street, Nottingham, NG7 7NW
- Or visit the NET Travel Centre, 4 King Street Nottingham, NG1 2AS

1.5 Any contract for travel on NET is with Tramlink Nottingham Ltd, the concessionaire appointed by Nottingham City Council to design, build, operate and maintain the NET system.

Nottingham Trams Ltd has been appointed by Tramlink Nottingham Ltd to operate and maintain the NET system.

1.6 You agree to be carried on the journey stated on your ticket on the terms and conditions of these Conditions of Carriage and subject to the Byelaws Approved by:

Tramlink Nottingham Limited
4th Floor
Loxley House
Station Street
Nottingham
NG2 3NG

2. Useful contacts

2.1 We aim to be fair and responsive in all our dealings with customers. Comments about our services or suggestions for improvement are always welcome. If you have a problem with your journey, and it cannot be resolved on the spot, you should contact the NET Customer Service Team (see below).

2.2 We hope that you will find our response satisfactory. If not, you can contact the Greater Nottingham Light Rapid Transit Advisory Committee (GNLRTAC) (see below), an independent body established by Parliament.

2.3 Useful addresses and telephone numbers are:

NET Customer Service Team	NET Depot, Wilkinson Street, Nottingham, NG7 Or visit NET travel centre at: 4 King Street Nottingham, NG1 2AS	Tel: 0115 824 6060 Email: info@thetram.net
Greater Nottingham Light Rapid Transit Advisory Committee (GNLRTAC)	GNLRTAC, c/o NET Project Office, Loxley House, Station Street, Nottingham, NG2 8NG	N/A
Lost Property	NET Depot, Wilkinson Street, Nottingham, NG7 7NW	Tel: 0115 824 6060 Email: info@thetram.net

3. Explanation of terms

"Authorised Partner" means a ticketing partner authorised by the Operator to sell Tickets. A list of Authorised Partners is available [here](#) and may be updated by the Operator from time to time.

"Byelaws" means the Byelaws relating to the NET System made under the Nottingham Express Transit System Order 2009 (SI2009/1300) and confirmed by the Secretary Of State for Transport on 13th January 2014.

"Close of traffic" means the end of the scheduled customer services on the NET.

"Compulsory ticket area" means:

- (i) Any tram
- (ii) Whilst exiting any tram at a tram stop.

"eTicket" means any Ticket purchased, downloaded and used electronically through a mobile device (including Tickets purchased on the NET GO! App).

"NET" means Nottingham Express Transit which is owned by Nottingham City Council (NCIC), operated by Nottingham Trams Limited (NTL) on behalf of the concessionaire Tramlink Nottingham Ltd (TNL).

"NET Authorised Person" means a person acting in the course of their duties, who is an employee or agent of the Operator, a tram driver or a revenue protection inspector, or any constable, acting in the execution of his duties upon or in connection with the NET System.

"NET Depot" is the premises at Wilkinson Street, Nottingham NG7 7NW.

"NET Fares Table" means the schedule of fares applicable at the time and available from the NET Depot, our Website or on the NET GO! App.

"NET GO!" means the mobile application owned, operated and made available by Tramlink Nottingham Ltd.

"NET Infrastructure" means all apparatus and equipment provided for or in connection with the operation of the NET System including signs, structures and overhead line equipment and supports and the rails and tram track as constructed, extended or altered from time to time.

"NET Property" means any tram, tram stop, the NET Depot, NET retail outlet and the car parks (including Park and Ride Sites) operated by NTL.

“NET System” means the NET Property and any other NET Infrastructure.

“NET Travel Centre” means the NET retail outlet located at 4 King Street, Nottingham, NG1 2AS.

“Operator” means any person operating or contracted to operate the NET System from time to time.

“Season Ticket” means any Ticket that can be used multiple times within a limited period of at least one week.

“Ticket” means any ticket, pass or photocard issued by the Operator or its Authorised Partners that entitles you to travel on the NET System. Tickets may be issued as paper tickets, smartcards or eTickets. More information on Ticket types and conditions is available in section 6.5 of these Conditions of Carriage or on the relevant pages of the Website and the NET GO! App.

“Ticket Vending Machine (TVM)” means an automated machine to allow the purchase of valid Tickets for travel.

“Website” means the website owned and operated by Tramlink Nottingham Ltd and available at www.thetram.net.

“Validate” On the NET system you validate a smartcard Ticket by touching it on the card reader at the start of your tram journey and at any stop where you change from one tram to another to complete your journey.

NET tram stop



‘Compulsory ticket area’ demarcation mark



4. Services, safety and customer comfort

4.1 We aim to provide a safe and reliable service. Sometimes we cannot run our services at their advertised times or frequencies because of circumstances beyond our control. We reserve the right, when necessary, to alter timetables, re-route or stop trams serving a station or tram stop or section of line, without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

Our services are often heavily used so we cannot guarantee to carry you or provide you with a seat, on a particular tram.

4.2 You may use any NET tram if you have a Ticket which is valid and available for your entire journey.

4.3 We reserve the right to close entrances to, and exits from, our tram stops and to refuse you entry to or require you to leave our premises, or trams at any time. In most cases, this will be for reasons of safety.

4.4 For your own safety and the safety of others, you must follow instructions given by any NET Authorised Person.

4.5 For your personal security, all our trams have on board CCTV cameras and all our tram-stops are monitored by CCTV cameras. CCTV images are recorded for the purpose of crime prevention, detection, legal proceedings and public safety. Images of alleged offenders may be passed to the police and be used in a court of law.

4.6 You must comply with our Byelaws. The introduction to this document tells you where they may be obtained or inspected. You may be prosecuted for breaching any of these byelaws.

4.7 In the interests of your safety and the comfort of fellow customers you must not:

- Smoke on the tram or at tram stops.
- Consume food or drink from an open container.
- Use roller skates, roller blades, scooters or skateboards on NET system.
- Consume alcohol or have in your possession any open container of alcohol.

You may be prosecuted for disobeying these requirements.

4.8 In cases of emergency, exit from the trams will be through the doors. If they cannot be opened by the driver automatically, any person will be able to open the doors by using the Emergency Door Handles situated at each doorway. The doors will not open until the tram has stopped. Misuse of the Emergency Door Handles is an offence and may result in prosecution.

4.9 Behaviour Code compliance - If you are travelling on the NET system you are required to adhere to NET's Behaviour Code. **If you do not, your Ticket may be withdrawn.**

This behaviour Code is in place to ensure you travel safely and show respect for our customers, staff and property. Expected behaviours include, but are not limited to the following:

- Act in a considerate and responsible manner.
- Act safely.
- Cooperate with our staff and treat them and other customers with respect.
- Use language that does not cause offence to others.
- Ensure that you are the only person that can hear your music.
- Ensure you pick up all your litter.
- Keep your feet off the seats.
- Give up your seat for those less able.

Look after any issued photo-card:

- Ensure it is not used by another person.
- Ensure your photo is clearly recognisable and the card is in good condition.
- If it is lost, stolen or damaged, report it to the card issuer immediately, even if you do not plan to get a replacement straight away.

If you travelling using an eTicket, you should look after your mobile device:

- Ensure that no other person uses the eTickets saved to your device.
- Ensure that your mobile device is in good condition (e.g. your screen is sufficiently legible) and battery-powered and (where relevant) your photo is clearly recognisable.
- If we or our staff determine that your mobile device is damaged or otherwise performs in such a way that we cannot confirm the validity of your eTicket without having to take further steps, we may require you to purchase and use an alternative type of Ticket (e.g. paper ticket or pass).
- If there are valid eTickets saved onto your mobile device and this device is lost or stolen, report this to us as soon as possible.

You must not:

- Smoke, take drugs or drink alcohol on our vehicles and/or premises.
- Behave in a way that we consider to be anti-social.
- Commit any crime that affects our services, customers, staff or property.
- Breach the Conditions of Carriage or any NET Byelaw.

5. NET Photocards, Fares and Tickets

5.1. Each customer on a tram shall:

- On request of a NET Authorised Person confirm the journey made or which the customer intends to make and the place at which the customer boarded the tram.
- Produce a Ticket for inspection by a NET Authorised Person.

On alighting from a tram at a tram stop each customer shall produce on demand by a NET Authorised Person a valid Ticket for the journey they have made.

Except with the permission of a NET Authorised Person, no person shall enter or remain on any tram unless that person has a valid Ticket enabling them to do so.

Each customer on a tram shall, as soon as the journey is completed for which a valid Ticket is held leave the tram.

No person shall alter, deface mutilate or destroy any valid Ticket or use or attempt to use any Ticket which shall in any material respect have been altered, defaced or mutilated.

No person shall without the written authority of the Operator, except for a NET Authorised Person:

- Sell any NET Ticket.
- Transfer or receive any non-transferable, used or partly used Ticket intending that any person shall use it for travelling.
- Share, lend, rent or sell any mobile device with a valid eTicket saved onto it intending that any person shall use that eTicket for travelling.
- Knowingly use or attempt to use any ticket other than a valid Ticket.

No person shall buy a Ticket on behalf of another intending to enable that other person to travel without the correct fare having been paid.

No person shall transfer, procure or receive a Ticket on behalf of another intending to enable that other person to travel without the correct fare having been paid.

In connection with any scheme for the provision of concessionary travel on any tram service, no person shall:

- make use of any concession provided for by such scheme except to the extent and for such time as they may be entitled so to do, subject to the conditions of the scheme.

- (Being a person not entitled to make use of such concession) obtain and use such concession.

Where fares for travel on any tram service vary according to the time at which the Ticket is purchased, no person shall make use of any Ticket purchased at reduced fare outside any time constraints applicable thereto except to the extent authorised by these Conditions of Carriage.

Single journey Tickets issued by the Operator are valid only on the day of purchase and the journey must be completed within 90 minutes of the time of purchase.

The Operator will not accept any application for a fare refund for defaced or mutilated Tickets or for lost Tickets.

The Operator may accept an application for a refund or replacement where an eTicket is lost or unusable due to a fault or issue with the NET GO! App for which you are not responsible and provided that the eTicket was still valid.

The Operator will replace any Ticket at its entire discretion.

The customer can purchase a single Ticket for a single journey and break the journey at an intermediate tram stop if travelling in the same direction as long as the whole of the journey is completed within 90 minutes.

If two or more persons are included on the same Ticket, then the purchaser acts as the agent for the other customers for the purpose of the Conditions of Carriage.

Children below the age of five years are conveyed free of charge, provided that they do not occupy seats needed by other customers.

6 Using tickets

Duty to have a ticket

When in a Compulsory Ticket Area, you must have a Ticket that is valid and available for the whole of the journey being made on the NET System.

The Ticket must be made available for inspection on demand by a NET Authorised Person. All Tickets remain the property of NET (or the relevant Authorised Partner) and we (or they) may withdraw or cancel any Ticket at any time.

You must only buy Tickets before boarding the tram, from official ticket outlets (including via our Website or the NET GO! App), or from a NET Authorised Person. If you buy a ticket or pass from anyone else, it is illegal and may result in the ticket or pass being withdrawn and the seller and/or you being prosecuted.

Where applicable, you must also activate your eTicket before boarding the tram.

When you have finished using a printed Ticket, you must retain your Ticket until you have left the NET system.

If you are using an eTicket, you must ensure that your mobile device is functioning (e.g. the screen is legible), accessible and battery-powered at all times until you have left the NET System in order for a NET Authorised Person to inspect your eTicket on demand.

If any NET Authorised Person asks you to hand over your Ticket for inspection and you fail to produce a Ticket valid for the whole of your journey on NET, or if you are travelling on the NET system without a valid Ticket, you will be issued with a Penalty Fare Notice.

6.1 Ticket types - validity and availability

Our main Ticket and the conditions relating to their validity and availability are set out in the Fares table below. When you buy a Ticket, please check before paying that it is the one you want for the journey you intend to take.

6.2 Use of Tickets

Tickets can only be used by the person for whom they were bought, or to whom they were issued, and cannot be resold or passed on for further use. This invalidates them and is an offence under our Byelaws.

Some Tickets are available for travel on other operators' services as shown in the fares table below. When you use the services of another operator, that operator's terms and conditions will apply to that part of your journey.

6.3 Duty to show Tickets

You must have your Ticket ready for inspection at any time during your journey and when alighting from the tram onto the platform. You must retain your Ticket for inspection until

you have left the tram stop at your destination and you must hand it over for examination by a NET Authorised Person if you are asked to do so.

6.4 Travelling outside ticket availability

If your ticket or pass does not cover travel on the NET system you will need to buy a Ticket from a NET Authorised Person, our Website, the NET GO! App, a Ticket Vending Machine or from the NET retail outlet.

6.5 Ticket types and conditions

NET day tickets		
ticket	Type	validity
NET Single	paper ticket/eTicket	Single journeys on more than one tram must be completed within 90 minutes of time of purchase. Valid only on trams heading away from the point of purchase.
NETwork day	paper ticket/eTicket	Unlimited travel on NET services from start date until end of service on the same operating day.
NET group ticket	paper ticket/eTicket	Unlimited travel on NET services from start date until end of service on the same operating day for specified number of persons in the group. Customers travelling on a group ticket must travel together on NET services.
NET weekly tickets		
ticket	type	validity
NET weekly	paper ticket/eTicket	Unlimited travel on NET services from time of purchase to the same time 7 consecutive days later.
NET season tickets on Robin Hood		
ticket	type	validity

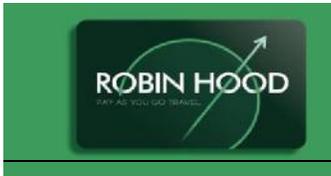
<p>NET seasons 1 month 3 months 6 months 12 months</p> <p>NET Academic Term/Year</p> <p>NET Scholar Term/Year</p>		<p>smartcard/eTicket (Coming Soon)</p>	<p>Unlimited travel on NET services from start date until end of service on expiry date.</p> <p>Must be validated (touched on) prior to each tram boarding.</p>

Robin Hood tickets		
ticket	type	validity
<p>Robin Hood seasons Monthly debit 1 3 Month 6 months 12 months months direct</p> 	<p>smartcard</p>	<p>Unlimited travel on NET services from start date until end of service on expiry date.</p> <p>Must be validated (touched on) prior to each tram boarding.</p>
<p>Robin Hood day</p>	<p>paper ticket</p>	<p>Unlimited travel on NET services, from start date until end of service on the same operating day.</p>

Concessions & others		
ticket	type	validity
<p>Nottingham City Council & Nottinghamshire County Council concession passes</p> 		<p>Unlimited free travel on NET services from 0930 until 2300 Monday to Friday and all day on Saturday, Sunday and bank holidays. (A full fare applies at all other times).</p> <p>Must be validated (touched on) prior to each tram journey.</p>
<p>Nottingham City Council Mobility passes</p> 		<p>Unlimited free travel on NET services from 0930 until 2300 Monday to Friday and all day on Saturday, Sunday and bank holidays. (A full fare applies at all other times).</p> <p>Must be validated (touched on) prior to each tram journey.</p>
<p>Nottinghamshire County Council Mobility passes</p> 		<p>Unlimited free travel on NET services from 0930 until 2300 Monday to Friday and all day on Saturday, Sunday and bank holidays. (A full fare applies at all other times).</p> <p>Must be validated (touched on) prior to each tram journey.</p>
<p>Concessionary Return (Available to all non - Nottinghamshire concessionary card holders)</p>	paper ticket	<p>This ticket must be accompanied by a concessionary pass. The outward journey must be completed within 90 minutes of purchase and the return journey must be completed within the operating day.</p>

trentbarton connect ticket	paper ticket	One outward and one return journey each comprising 1 bus and 1 tram trip Return tram journey to be completed by end of service on day of issue
Event add-ons	paper ticket	Available from ticket vending machines and authorised vending agents as an event add-on (i.e. arena, theatre etc.) You must produce on demand a valid event ticket, dated for the day of travel, for an event at the location specified together with your event add-on ticket. Holders are entitled to one return journey on NET services only on the date of the event. The outward journey must be completed within 90 minutes from time of purchase when purchased from a ticket vending machine.
Skylink bus & tram	paper ticket	Valid for a single bus and tram journey on skylink or skylink express.
Skylink bus & tram (family)	paper ticket	Valid for a return bus and tram journey for 2 adults and up to 3 under 19s on skylink or skylink express. Return trip within one calendar month.

City SAVER Short Hop	paper ticket	For a single journey within the City zone, must be completed within 30 minutes of purchase.
Clifton Short Hop	paper ticket	For a single journey within the Clifton zone, must be completed within 30 minutes of purchase.
MANGO smartcard		
ticket	type	validity
Single Short hop Day cap Week cap Month cap	Smartcard	<p>A single tram trip.</p> <p>A reduced price single trip within one 'zone'.</p> <p>A fixed day price for unlimited tram travel.</p> <p>A consecutive 7 day period for unlimited tram travel.</p> <p>A consecutive 28 day period for unlimited tram travel.</p> <p>All of the above must be validated (touched on) prior to boarding tram and at end of each journey.</p>
		

ROBIN HOOD smartcard		
ticket	type	validity
Single Day cap (single operator) Day cap (multiple operator)	Smartcard	A single tram trip. Unlimited trips on a single operator. Unlimited trips on multiple operators. All of the above must be Validated (touched on) prior to boarding each tram journey.
		

7. Replacement Tickets

7.1 Replacement Tickets

Tickets (excluding eTickets). If your Ticket is damaged or cannot be read easily, it will be replaced by presenting it at the NET Travel Centre provided it can be confirmed that it is still valid.

eTickets. If your mobile device is lost, stolen or damaged and it has a valid eTicket saved on it, we reserve the right not to provide you with a replacement Ticket and you may need to purchase a new Ticket.

If your eTicket is lost or unusable because of a fault or issue with the NET GO! App (other than one caused by you or the NET GO! App no longer being compatible with your mobile device), your eTicket may be replaced provided it can be confirmed it was still valid. In such instances, please contact NET Customer Services (see section 2.3 above). If you are a registered user of the NET GO! App we may be able to add your replacement eTicket to your account.

Single and all day Tickets will not be replaced.

We may charge you an administration fee in order to replace your Ticket.

7.2 Duplicate Tickets

If you lose a monthly or longer period Ticket which you bought from NET, you can apply for a duplicate at the NET Travel Centre. The issue of duplicate Tickets is discretionary and subject to a special charge. Duplicates are not issued, nor are refunds given for lost Tickets which are valid for 7 Days or less.

7.3 Duplicate and replacement Robin Hood Tickets

If your printed Robin Hood Ticket is damaged or cannot be read easily or it has been lost, then please go to www.robinhoodnetwork.co.uk for further details

7.4 Duplicate and replacement MANGO cards

If your MANGO is damaged or cannot be read easily or it has been lost, then please contact NET customer services or go to www.thetram.net/mango for further details

8. Ticketless travel and Penalty Fares

8.1 When you use NET and you are in a Compulsory Ticket Area, you must hand over your Ticket for examination by a NET Authorised Person if you are asked to do so. Where a photo card is required this must also be handed over at the same time.

8.2 If a Ticket has been found to have expired or to have been altered, defaced, mutilated or be invalid, any NET Authorised Person shall be entitled to retain such Ticket. This will not apply to eTickets, in which case we may deactivate your eTicket and/or disable your registered account. The provisions of this paragraph will also apply if your eTicket was not suitably activated prior to boarding the tram.

8.3 If any NET Authorised Person asks you to hand over your Ticket, and you fail to produce a Ticket valid for the whole of your journey on the NET System, or if you are travelling on the NET system without a valid or legible Ticket (including a functioning, accessible, battery-powered mobile device where you are using an eTicket), pass or photo card, your journey will be suspended and you will be issued with a Penalty Fare Notice.

If you are using MANGO and the Authorised Person is unable to find a record of a current pay as you go validation you will be liable to pay a Penalty Fare.

8.4 A Penalty Fare of £50 applies on the NET system. If required by a NET Authorised Person to pay a Penalty Fare, you will be issued with a Penalty Fare Notice.

8.5 If you have been issued a Penalty Fare Notice, you must pay the Penalty Fare within 22 days or you may be prosecuted and subject if convicted to a fine of up to £1000.

8.6 NET Authorised Persons have no authority to use discretion during the process of issuing Penalty Fares. If you believe a Penalty Fare has been issued in error, you may make an appeal in accordance with the Penalty Fares Notice appeals policy.

8.7 Details of how to pay a Penalty Fare are provided on the Penalty Fare Notice issued by the NET Authorised Persons and can be viewed on our Website or in the NET GO! App.

8.8 NET Authorised Persons are authorised to request you to produce further identification for inspection along with details of your address.

8.9 Compulsory Ticket Areas on the NET System generally are the trams and the tram stop platforms onto which you alight from a tram. More information can be found in the “explanation of terms” section of this document.

8.10 Compulsory Ticket Areas are marked on tram stops by the appropriate signage.

9. Suspected fraud

9.1 We reserve the right to withdraw or deactivate any Ticket at any time although we will not do so without good reason. Acts of fraud are taken seriously and may be reported to the Police or criminal proceedings may be commenced against offenders.

9.2 If we think that you have used or tried to use any Ticket to defraud us we may cancel and not re-issue it. If this happens you will forfeit the right to a refund for the remaining period that it is valid.

9.3 If we think that your Ticket has been tampered with, we may withdraw or deactivate it (and/or your registered account) and we will not replace it or give a refund. If your Ticket is damaged to such an extent that it cannot be read (or if the mobile device on which your eTicket is saved is damaged or has no power), your Ticket may be withdrawn or deactivated but at the discretion of NET your Ticket may be replaced with a new Ticket. In either case, you must hand over the Ticket and/or photo-card if we ask you to do so. You may also be liable to prosecution.

10. Refunds

10.1 Refunds on unused Tickets are at the absolute discretion of NET, and each application is treated on its merits.

10.2 If we fail to run the services we have advertised or if there are delays to those services, we do not undertake to compensate you for any losses you may suffer as a result.

10.3 Refunds Policy

Refunds on the NET System are given in accordance with the regulations stipulated by the Operator from time to time and are at all times given at the discretion of the Operator.

All applications for refunds must be made in writing to NET:

NET Customer Service
Armstrong Way, Wilkinson Street
Nottingham
NG7 7NW

The Ticket must be enclosed with the application for the refund. No refunds will be given unless the original Ticket is returned. This does not apply to eTickets. In such cases you will need to contact the NET Customer Services by phone (See section 2.3 above).

No refunds will be given where Season Tickets are surrendered with less than 1-month of validity remaining. If a Season Ticket is surrendered with greater than 1-month validity remaining, the refund value will be calculated in accordance with NET refunds policy. A copy of the policy is available [here](#).

11. Access

11.1 We want to make travel on NET easier for everyone, and especially for people with special needs, including customers with disabilities and those with young children or pushchairs. The NET system is designed to be fully accessible for those with impaired mobility.

11.2 Access to all platforms (except Nottingham Station and Queens Medical Centre) is either level access or by sloping ramps. Access from the platform to the tram is level access with only a minimal gap between the platform edge and the tram.

11.3 At Nottingham Station and Queens Medical Centre a lift is available providing access to the platform for people whose mobility is impaired.

11.4 On the tram there are 2 bays that are available specifically for wheelchairs and pushchairs (Diagram 1).



Diagram 1
Wheelchair and Pushchair Bay

11.5 For their own safety and the safety of other customers wheelchair and pushchair users should at all times ensure that they are positioned correctly in the specified bays with their back towards the backrest as shown in Diagrams 2 and 3



Diagram 2
Wheelchair positioned correctly in bay



Diagram3
Pushchair positioned correctly in bay

11.6 If in the opinion of a NET Authorised Person a wheelchair or pushchair that is not parked in accordance with the above is causing an obstruction the customer must relocate as directed or take a later tram.

11.7 Wheelchair users have priority over other customers using the designated bay. You must vacate the bay if it is required by a wheelchair user.

12. Luggage, possessions and animals

12.1 General:

For safety reasons, and for the comfort of customers, we have to restrict the amount and type of luggage that you can take with you on our tram services. You may, at the discretion of staff, take with you the following items, provided they do not cause an obstruction and are not put on seats:

- Personal luggage.
- Pushchairs and buggies.
- Prams.
- Folded bicycles.
- Any other item provided that it is not dangerous or likely to injure anyone.

You may not take:

- Unfolded bicycles
- Any item that is more than 2 meters long.
- Hazardous or inflammable substances.
- Any item which you are unable to carry yourself (including up and down stairways).
- Any item that is likely to cause injury or offence to our customers or to staff.

We can refuse permission for you to take any item on to a tram. If you are in any doubt over a particular item, please contact NET Customer Services (See 2.3) for advice before you travel.

We reserve the right to restrict the carriage of any luggage when there is a need for increased security.

Please keep your luggage with you at all times.

If we think that unattended property may be a security threat, the Police or security services may destroy it.

12.2 Animals

You can take with you a guide dog for the blind or a hearing dog for the deaf without charge. Other assistance dogs will be carried subject to prior written agreement from the Operator. At the discretion of staff, you can also take with you a dog or any other inoffensive animal, without charge, provided it is kept in an enclosed and secure container. This container must not be put on seats.

We can refuse permission for you to take an animal on our trams if this Condition is not met or if the animal is likely to cause discomfort to other customers. Staff are not allowed to take charge of any animal.

13. Lost Property

If you find any lost property on our trams or premises, please alert a member of staff immediately.

If you lose something on a tram, contact the NET Customer Services team. Lost property will be held for collection at the Net Depot. Please contact us as soon as possible but allow 2 working days for the item to be delivered to the Depot prior to collection. Alternatively, and with 24 hours' notice, arrangements can be made to collect an item from the NET Travel Centre.

The collection times for lost property from the NET depot are 0800 to 1600 Monday to Friday (except public holidays). Collection times for pre-arranged collections to be made from the Travel Centre will be made at the time with the claimant.

NET Customer Service Team	NET Depot, Wilkinson Street, Nottingham, NG7 7NW	Tel: 0115 824 6060 Email: info@thetram.net
Lost Property	NET Depot, Wilkinson Street, Nottingham, NG7 7NW	Tel: 0115 824 6060 Email: info@thetram.net
NET Travel Centre	4 King Street Nottingham, NG1 2AS	Tel: 0115 942 7777 Email: info@thetram.net

14. Bicycle racks

Bicycle racks are provided at some of our tram stops. You may leave your bicycle at a rack, providing that it is not left in a position which causes an obstruction or hindrance to other people using the tram stop.

Bicycles attached to any other part of NET infrastructure may be removed by a NET authorised person.

Any bicycles left at the racks are left there entirely at the risk of the owner and NET accept no liability for loss or damage to any bicycle left at NET tram stops.