

Conditions of Carriage

GO NORTH WEST LIMITED CONDITIONS OF CARRIAGE

Last updated: 23 September 2021

Introduction

These Conditions of Carriage (the “**Conditions**”) apply to all of the bus services operated by Go North West in the United Kingdom. These services include local bus services, school services, and contract services. Anyone who travels on one of our buses is covered by these Conditions, although your statutory rights are not affected. These Conditions also outline our legal obligations for how we run our services, and the ways in which you should conduct yourself when using our buses.

We reserve the right to alter these Conditions from time to time and without notice. The Conditions which apply to you are those which are in force at the time you purchase a ticket, smartcard, pass, permit or other legitimate means of travel for our buses. Where we refer to the term “**ticket**”, we treat this term to include a pass, permit or other legitimate means of travel unless the context otherwise requires.

Where you have purchased a ticket from us for a journey which allows you to travel for part or all of that journey with another bus operator, you will be subject to the conditions of carriage of that other bus operator, and we accept no responsibility for the conduct of that operator and no liability to you as a result of that operator’s conduct. If, however, we use a subcontractor to provide the service we ordinarily operate, and for which you paid your ticket to use, these Conditions apply.

These Conditions are governed by the laws of England and you and we submit to the exclusive jurisdiction of the Courts of England. If any court or competent authority decides that any provision of these Conditions is invalid, unlawful or unenforceable, the other provisions shall remain in full force.

Complaints handling

We welcome suggestions and complaints as they help us to improve our services and help us to put things right when they have gone wrong.

We handle complaints with tact and consideration and, where we have failed, we will offer a sincere, speedy response together with a genuine commitment to avoid repeating the same failure. If you have any query, suggestion or complaint, you can contact us by letter, telephone, through our website, on social media or by email, the details of which are set out at the end of these Conditions.

If you are not happy with the handling of a complaint, you can contact the Bus Appeals Body (the “**Body**”), an independent body which caters for the interests of passengers by providing an independent means of reviewing passengers’ complaints when these have not been

settled with bus operators. The contact details of this Body are set out at the end of these Conditions.

Our responsibility to you

Our aim is to provide to our customers a reliable and friendly bus service to the highest standards of safety, comfort and cleanliness.

Our employees work hard to ensure these services operate on a reliable and punctual basis every day and we take pride in providing a quality service to our customers. Unfortunately, given the nature of our business, and the difficulty of controlling the road space upon which we depend, there may be occasions when we simply cannot provide the standard of service which should be consistently expected and delivered. We may therefore have to temporarily or permanently alter the route, frequency, times and fares without prior notice.

Whenever this happens, we will work hard to get things back on schedule and we will learn from experiences as we encounter them. Sometimes there are factors which are outside of our normal control and we will work hard to ensure that the disruption to your journey is kept to a minimum. Examples where this could happen include unplanned road works, diversions, exceptional traffic conditions, major events, extreme weather conditions and other unforeseen operating circumstances.

There may also be occasions where we are unable to operate a service or, where we do operate a service, that service may become very full and, whilst we will always try and put on additional bus services, in these circumstances we may not be able to guarantee a seat, or you may not be able to board our bus.

Communication with our customers in these circumstances is still key and we will make every effort to notify to you disruptions in the event of cancellation, delay, diversion or termination of service so you are able to make informed decisions. As well as announcements made by our staff or on local radio, television and advertising, we do this through our website and by using social media which displays real time information of any service updates.

However, we are unable to accept any responsibility, and will not be liable, to you for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of any of the circumstances arising in the preceding paragraphs under the heading "Our responsibility to you", unless such loss, damage, injury, inconvenience or cost can be proven to be due to the negligence of either us or our staff (if they are acting in the course of their employment). Your statutory rights as a consumer are, though, not excluded or limited.

If additional travel has been purchased as a result of these circumstances, receipts and full details must be passed on to Go North West's customer services team for refunds to be considered.

Your conduct

We are keen to encourage people to experience and use public transport as an effective and pleasant means of travel. We strive to meet your expectations in how you use our buses

and coaches and we believe that our customers should follow some basic rules for the benefit of all customers and our employees. When you use our buses, we would also remind you that your conduct is governed by criminal laws and by certain regulations. Those laws and regulations are incorporated into these Conditions and are set out below.

Please consider others travelling and, if you do not follow these points, you may not be allowed to travel or, if you are already travelling, you may even be asked to leave our vehicles. We rarely ever have to do this so please don't spoil our good record.

If you are in breach of these conditions, you will be required to give your name and address to one of our members of staff, a police officer or a community support officer and will not be allowed to continue on your journey: you will not be entitled to a refund if you are in breach of these Conditions.

Whilst you may behave appropriately, we cannot be held responsible for the conduct of those passengers who do not comply with these Conditions.

General behaviour

Where our bus stops are "request" stops, to the extent it is safe and you are able so to do, you should clearly indicate that you wish to use the bus by extending your arm for the driver to see.

If you have difficulties signalling to the bus driver at a "request" stop, you should find somewhere safe where you are able to make it clear to the driver you would like to use the bus. You should avoid areas where you may cause yourself harm or harm others (so you should avoid places such as near parked cars or in front of a fire station).

You must be at a designated bus stop or stand when signalling for the service to stop (unless there are no bus stops in your local area and the service is registered as a 'hail and ride' service at the place you are trying to board).

If you don't have a valid ticket, Smartcard, permit or pass to travel, you must tell the driver or conductor the journey you intend to take, and pay to the driver the amount requested to allow you to take that journey.

At the driver's discretion, children and vulnerable adults may be allowed to travel without payment if it is deemed that they are stranded and that they may come to some harm if they are unable to take the journey. The driver will take your contact details to issue an order to pay at a later date.

You must not attempt to get on or off the bus which has stopped other than at designated stops. Getting off the bus when it stops at traffic lights or in roadworks, for example, is not permitted.

Please behave in an appropriate decent manner which does not cause offence to other customers or members of our staff.

We reserve the right to refuse entry and travel of any person onto our buses if that person is considered to be undesirable, a security or safety risk, with a poor level of personal hygiene, who is intoxicated, under the influence of drugs or other substances or who may otherwise cause a nuisance or disturbance.

You may be asked to leave the bus at any time where you are or are believed to be:

- smoking any substance, including using an e-cigarette;
- consuming alcohol;
- interfering with any equipment on or part of the vehicle;
- interfering with or threatening or being abusive to a member of staff or other person travelling on the bus;
- causing a public nuisance;
- putting your feet on the seats;
- engaging in any sexual acts on board the vehicle.

Whilst we make every effort to provide appropriate access to and accommodation on our vehicles for those of our passengers who are elderly, have young children, are pregnant or who are disabled, we would ask that you think about their needs and, wherever possible, please consider their requirements and vacate these seats.

If you are occupying a wheelchair bay, your driver may ask you to move to another area of the bus to allow a wheelchair user to board the bus. You must comply with the driver's request, and move to another area of the vehicle unless it is not safe to do so.

Please help keep our buses clean, take your rubbish home with you and don't discard your unwanted belonging on our buses.

Please feel free to listen to music (it can make the journey feel much quicker) but use headphones at all times as our other customers may not want to listen.

Please do not use electronic cigarettes or other types of imitation smoking devices on our buses. It is illegal to use these devices on board public transport or at bus stations.

Please do not distribute anything on our buses or at our premises or offer anything for sale or collect for charity without our prior written consent.

We reserve the right to ask you to leave the bus at any time due to, and to charge you an appropriate and reasonable amount for the costs of cleaning and / or repairing our vehicles caused by, your behaviour whether through being sick, soiling or otherwise.

We also reserve the right to take any other appropriate measure to ensure that our passengers can travel in comfort and safety and this could result in you being temporarily or permanently being banned from travelling on our vehicles as a result of such conduct.

Safety

You must follow instructions from our staff, when directed, and act in a manner showing regard for the safety and comfort of other customers and our employees. In addition, please don't disturb, distract or obstruct the vision of our staff when they are driving, nor overload the capacity of the vehicle or stand on the upper deck of a double deck vehicle: safety first.

Press the 'stop' button to indicate to the driver that you are wanting to leave the service at the next available stop. Do not distract the driver by approaching the cab area and requesting to leave the bus.

You should always remain in your seat until the bus comes to a complete halt at your required bus stop.

If you have to stand, you must not stand in the front doorwell area, upstairs or on the stairs of double-deckers or near any emergency exits: you must, at all times, hold onto a pole and / or seat back whilst standing and, as soon as a seat becomes available, you should occupy it.

Please don't eat any form of hot food whilst travelling on board our buses as it might make the environment unpleasant and unsafe for other customers.

Please only drink hot drinks provided that the container is fitted with a spill-resistant safety lid - we cannot accept any responsibility for any injury you may suffer as a result of you bringing hot drinks on board or any damage to belongings or clothing.

Please don't lean out of, throw from or stick anything out of bus windows.

We hope you have a safe journey, but you do need to notify our staff immediately in the unlikely event that you sustain an injury or feel unwell whilst boarding, travelling or getting off one of our buses.

If you see anything suspicious please immediately inform a member of our staff or the driver. Alternatively, take note of the vehicle number (located at the front of each vehicle, alongside the registration plate within the cab area) and contact our customer services team.

Do not use the emergency exits except in a genuine emergency.

Security

We want you to feel secure when travelling on our vehicles.

You must not behave in a way that affects the security and the safety of our staff, our customers and other road users and pedestrians. If you behave in such a way that the security and staff are affected, you will be asked to leave our bus immediately and we will (if appropriate) seek appropriate legal redress to remedy the damage, loss or injury you cause.

We operate CCTV on many of our vehicles to ensure that issues, such as theft, assault and poor behaviour, can be monitored and, where appropriate, footage of such incidents can be passed onto the police and other appropriate authorities should they so request and we believe it is consistent with the provisions of the data protection legislation and our Privacy Policy.

We will always comply with our obligations under data protection legislation, the Human Rights Act 1988 and such other relevant legislation in the handling of CCTV footage.

We will not be responsible to you for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of your abusive or threatening behaviour which gives rise to your removal from our bus or coach and / or from any action taken against you by the appropriate authorities.

Wheelchairs and buggies

We endeavour to make our vehicles inclusive to all of our customers and this includes making it as accessible as we can for disabled people and those with buggies. We are therefore working hard to ensure our entire fleet of buses meets the needs of those of our passengers who use wheelchairs or are in buggies. In addition, we operate in accordance with the Codes of Practice of the Confederation of Passenger Transport in relation to our passengers who use mobility scooters (the "Code").

Under the Code, mobility users are issued with a permit to travel which advises our bus drivers if your scooter is approved to travel on our buses and you, as the user of that scooter, are trained in how to safely board and alight from our buses or coaches. The vast majority of our buses and coaches are already able to accommodate wheelchairs, approved mobility scooters, prams and buggies. Whilst we welcome these onboard for travel, it is at the discretion of the driver as to whether or not there is enough space available.

Wheelchairs, mobility scooters, prams and buggies must not block the gangway of our buses at any time and the dimensions of any mobility scooter must be in line with the requirements according to the bus safety limits. It is the driver to decide if there is sufficient space and their decision is final: the driver has the right to refuse access if he or she feels that there is insufficient space or that there is a risk that, by letting on board such vehicles, this may be to the detriment of the other passengers' safety.

We would kindly ask all of our customers, where necessary, to keep the wheelchair dedicated space free and, if you board with a buggy or pram and to the extent that it is possible for you to do so, to fold and store them in the luggage space. We wish to ensure our services are as inclusive as possible and we do therefore appreciate your assistance in permitting those with wheelchairs, mobility scooters, prams and buggies to use our buses. Where it is reasonable to do so in the circumstances, the driver will require non-wheelchair users to vacate the spaces and require, for example, that such non-wheelchair users move to a different part of the bus or even refuse to drive on until space is made available for those persons in wheelchairs.

It goes without saying that we will ensure that our drivers and our vehicles comply with the laws applicable to those who are disabled or using buggies. This includes ensuring our vehicles are equipped with appropriate bus lowering systems or the appropriate folding or retractable steps and these must not be operated by any other person than the driver or conductor whenever they consider that a disabled person will need the system to get on or off our buses.

If you are a wheelchair or mobility impaired customer and are unable to board the bus because all of the wheelchair spaces are occupied, the ramp is broken, the kerb is obstructed, or for any other reason, the driver will issue you with an 'unable to travel' ticket which you should retain. In the unlikely event that this happens, you should contact our customer services team on 0330 1234 121, who will be able to advise on the next available bus for you to take.

Where there are infrequent services along your route, we will do everything we feasibly can to assist and, if we are not able to provide a suitable vehicle to allow you to get on and off safely, we will arrange for a taxi service where appropriate so to do.

Bicycles and e-scooters

As a general rule, bicycles and e-scooters are **not permitted** to be carried on our services. Folding bicycles, which are safely and securely stowed in the designated luggage area in a suitable bag or box, are generally permitted onto our buses if the driver believes that there is sufficient luggage space available.

Where you are permitted to bring a folded bicycle on board, it is carried at your risk and we do not accept any responsibility for any loss of, and / or damage caused to, your bicycle at any time.

Luggage

All items of luggage will be carried at our driver's discretion to ensure they can be carried safely upon our buses. We will only permit customers to carry luggage on our vehicles where it is safe to do so and is available to our customers for convenience only. You will retain the risk of loss of, or damage to, the luggage at all times. We do not accept any liability for any loss or damage however caused. **We will never carry unaccompanied luggage or parcels in any circumstance.**

There may be occasions where items of luggage are refused to be carried on our services. If the luggage is excessive, large or of an awkward size and it means it is not easily able to be carried upon our vehicle, the driver reserves the right to refuse such luggage on to the bus or coach.

Unfortunately, we are unable to carry certain items which could endanger the safe passage of our vehicle or the safety of our staff, customers or other road users and pedestrians. These include, but are not limited to:

- rechargeable batteries (other than those inside personal devices or are in their original retail packaging),

- ammunition,
- explosives,
- weapons,
- paint in either unsealed containers or plastic containers exceeding five litres,
- and combustible or otherwise hazardous materials including petrol.

If you are refused travel due to the above circumstances, we cannot accept liability for subsequent loss, damage, injury, inconvenience or cost you suffer or may suffer as a result.

Lost property

Any item that is left on a bus and subsequently found by a member of our staff will be dealt in accordance with the applicable laws.

When something is lost on one of our buses, we will do everything we reasonably can to locate and return property left on one of our buses to its owner. **However, we will not accept any responsibility or liability for any article left on our buses in any circumstance.**

If items of lost property are not claimed within 28 Days, the item will become our property and it will be disposed of appropriately or given to local charity if viable.

If the item of lost property is perishable, it will be thrown away after a period of 24 hours if not claimed before this time. If, before 24 hours, the item becomes a potential health risk, or causes offence, it will immediately be thrown away.

If you find an item of lost property on one of our buses or coaches, you should inform the driver before leaving that vehicle of the location of the item of lost property. You should not touch or move the item if it looks suspicious.

Should you wish to claim an item of lost property, we will need to establish that the item belongs to you. You will also need to provide proof of your name and address and describe the item of lost property or explain the contents of an item so we can establish you as the owner, as well as a reference number provided by Customer Services when collecting. Contact details for our lost property offices can be found on the contact page of the website (the address of which is located at the end of these Conditions).

If the item of lost property is a bag, or other container, it may be opened and examined by us in order to help identify the owner and the nature and potential risk or value of the lost property. We do not accept any responsibility to you if, as a result of opening the bag or other container, you suffer any loss, inconvenience, damage or cost as a result.

There may be an administration fee charged to you on collection of an item of lost property if we have had to undertake a disproportionate amount of work to return it to you. Items of lost property will normally need to be collected from our depot. We may also agree to post the item of lost property back to you. In these circumstances, we will require advance payment of the postage and packaging before we are able to do this.

Out tickets

You are responsible for making sure you allow plenty of time to get to your destination (or to places where you are picking up connections to continue your journey) and for using the correct bus stops when travelling.

In order to travel with us you must purchase a valid ticket or hold a valid pass or permit for the journey you wish to undertake. At no time will you be permitted to travel on our bus if that ticket, pass or permit (i) has been altered, copied or defaced; (ii) has been issued to a person different from the person who is travelling on our vehicle (other than where such ticket, pass or permit states it is transferable); or (iii) has expired.

If you buy a ticket when you board our services, you should ensure you are given a new ticket directly from the ticket machine which corresponds with the amount paid and covers you for the entire journey you wish to make.

It is also important to check any change and point out any discrepancies to the driver at the point of purchase as it will not be possible for us to correct any mistake later.

Whilst we will aim to always have sufficient change available, we reserve the right to not accept or give change for notes of denominations of £10 or more.

Penalty fares

Please keep your ticket, Smartcard, pass or permit to travel throughout the journey you are making as a Company Official may ask to inspect your ticket. If you fail to produce a valid authority to travel for the journey, you may be asked to leave the bus or you may be asked to pay a penalty fare on the route being travelled.

You will have 28 days to pay a Penalty Fare of £60, issued by one of our revenue inspectors on the bus. If you choose to pay on the spot, this will be reduced to £30.

Please note that we will be unable to refund your Penalty Fare should you later find the missing ticket or pass.

All tickets, passes and permits remain the property of Go North West and may be withdrawn at any time.

The issue of a ticket should not be regarded as an undertaking by us that our buses will run at any time, or at all, nor that there shall be sufficient space on the bus for you to board.

If a customer is found to be fraudulently using, copying, producing or adapting our range of tickets, passes and permits to travel that customer will be liable to prosecution by us.

All of our drivers have full details of fare information and these details are available on request. Further, all of our fares are set out on our website and are also available at our operator's offices (the address of each is located at the end of these Conditions).

Paying with contactless

You can pay with your contactless bank card, Apple Pay or Google Pay-enabled device for travel on any of our buses, and we actively encourage you to do so, as paying with contactless can speed up boarding times for everybody, helping us to run more of our buses on time.

In order to prevent fraudulent use of stolen cards and devices, you can only make one transaction of up to £30 per contactless card within any 5-minute period. You may still buy multiple tickets up to the value of £30 within this transaction window – for example, multiple adult day tickets if you are travelling and paying together – but the value cannot exceed £30.

Ticket types

The types of fares available will depend on the service provided but include:

Single tickets

These are valid for a one way journey between two points on the same bus one route only: a journey cannot be broken using the same ticket other than where there is an interchange between different bus operators for that single fare.

Day tickets are only valid for travel on the day and date of issue and up to 3am on the following calendar morning of the date on the ticket.

7 Day, 28 Day and Annual tickets

These tickets are valid for travel only within the area for which the ticket has been bought.

These tickets are not transferable and, if we suspect that the ticket has been transferred or is attempted to be transferred, we may confiscate the ticket and refuse travel. The exception to this rule is where tickets have been gifted via our mobile app.

Should your season ticket be stolen, you must notify our customer services team immediately. Whilst you are not automatically entitled to a duplicate ticket, we may issue a duplicate ticket for the remaining period of that season ticket (less and administration and handling fees we incur).

If the season ticket is subsequently found, you must return that duplicate at once to Go North West.

Refunds will not be made in respect of Christmas or Boxing Day, any other statutory holidays, any other days on which it can be foreseen that no service will be provided or days on which the Company has advertised a suspension of service.

In the event of suspension of services because of strikes, labour disputes, emergency or adverse weather conditions, any refund or extension of these tickets will be entirely at our discretion.

Children under 5

Up to two children on local buses are permitted to travel free at all times whilst accompanying a fare paying or concessionary pass holding passenger.

Child fares

Go North West accepts TfGM's 'Our Pass' ticket, which enables 16-18 year olds to travel for free on buses within Greater Manchester. Our Pass is not valid for journeys which start outside the Greater Manchester boundary, or for travel to stops beyond the GM boundary. We participate in a concessionary travel scheme for children called igo, administered by Transport for Greater Manchester (TfGM).

If you are eligible for igo, it is your responsibility to prove your entitlement by showing to our driver, our conductor or other member of staff a valid igo card. If you fail to do so, you will be charged the adult fare for the journey made.

Information can be found at <https://www.tfgm.com/tickets-and-passes/igo-pass/>

Senior citizens and eligible disabled customers

If you are a senior citizen, you may qualify for free travel on eligible local bus services where concessionary fare schemes apply. We accept English National Concessionary Travel Scheme passes for travel on the majority of our services. We do not accept cards from Scotland, Wales, Channel Islands and Northern Ireland as these are not valid for travel on our services.

Where such schemes do exist, we are required to comply with the relevant terms and conditions laid down by the local authority. However, if you are travelling under a concessionary fare scheme, we agree to carry you on our buses upon these terms: by boarding our bus, you agree to comply to these Conditions.

It is your responsibility to prove your entitlement to these concessions when wishing to travel on our buses. This can be done by placing your English National Concessionary Travel Scheme pass on the smartcard reader on our buses for electronic verification. If our buses are not fitted with such readers, or if the reader fails to read your card then you should produce your pass to the driver for authentication.

If you are not in possession of an English National Concessionary Travel Scheme pass, you will be required to pay the appropriate adult fare.

Full details of the scheme are available by contacting the relevant local authority.

Other points of which you should be aware when using a ticket:

7 Day tickets are valid until the close of service of the seventh day of use (the date of purchase constitutes the first of seven days of validity and the date of expiry is printed on the ticket)

System One Scratch Card tickets must have the “Valid from” date clearly showing by scratching the surface to uncover the correct date. You must show the Scratch Card to the driver for authentication.

M-Tickets (including Flash Pass tickets) are valid for travel only within the validity dates stamped on the pass and the zone(s) indicated. They are valid for you to use only and you must show the Flash Passes App Timer/Countdown to the driver for authentication.

Fares are arranged in stages and, if you get on a bus at a stop between stages, you will be charged as from the previous stage. Similarly, passengers getting off between stages will be charged to the next stage.

You must not override the validity for the ticket or pass you have purchased. Should you be found to be travelling further than your ticket entitles you to you will be required to pay the maximum fare for an equivalent adult single fare from your initial boarding point until your new alighting point.

We are not obliged to replace your ticket, pass or permit to travel if it is lost, mislaid or stolen. A new ticket needs to be purchased to allow you to use our services.

If your ticket is spoiled or tampered, it will be invalid for travel and, if you attempt to travel with that ticket, you will be considered to have travelled without a valid ticket.

Requests for refunds on tickets or passes purchased will be made at our discretion and will be subject to an administration fee. In the case of Go North West refunds are based on full days remaining less 10% at price paid. Refunds will be considered if there is a dispute between you and a driver or inspector regarding the correct fare: you must pay the fare requested and refer the dispute to the relevant bus operator and a refund will be made if there is a legitimate error.

If we have reasonable belief that a mobile ticket has been fraudulently used or acquired, we reserve the right to confiscate the e-ticket and prevent you from travelling on our services. You shall not be entitled to a refund in respect of any e-ticket in accordance with this paragraph and we shall have no further obligation or liability to you.

Animals

We welcome and encourage assistance dogs on our buses and they are carried and welcome aboard at all times. We would ask you, though, to ensure you comply with any reasonable instruction given by the bus driver or the conductor whilst you and your dog are on board.

A maximum of two dogs at any time are normally allowed on any of our buses but this will be subject to the discretion of the driver. Similarly, if you wish to travel with two or more dogs, you will need permission from the driver.

Other dogs (or small animals) are welcome at the discretion of our drivers and, if they are permitted on board, they must be well behaved and of no danger or nuisance to other

customers or our employees. Dogs can be dangerous so, where appropriate, they must travel in accordance with the Dangerous Dogs Act.

We reserve the right to ask you to leave the vehicle with your animal at any time if the driver feels that the animal in question is a danger to the driver, the passengers or you. If we do ask you to leave, you must do so at the time and place stated by the driver. We will have no liability to you as a result of the driver asking you to leave the bus.

Please remember that animals are not permitted to travel on seats (although they can sit on your lap) and, if the animal fouls, is sick or causes damage, loss or injury due to it travelling on the vehicle or being on our premises you will be held responsible and we may seek to claim costs as a result. Any animal which is permitted to travel on our bus is at your risk.

We make no charge for the carriage of dogs and small animals although we do ask you respect the above rules at all times.

Breastfeeding

We support a mother's right to breastfeed her baby in public. This includes doing so on any of our buses. Many of our customers are mothers and children and we understand completely that babies need to be fed when they are hungry.

Force Majeure

We shall be relieved of any liability to you for any loss or damage if such loss or damage is due to: (i) you doing something or not doing something you should have done when on our buses; (ii) insufficiency of the packing of any luggage you bring on board one of our buses or coaches; (iii) a strike, lock-out, stoppage or industrial dispute, the consequence of which meant we were not able to provide the services expected; or (ii) any other event which we were unable to avoid or prevent by the exercise of reasonable diligence.

Data Protection

If we collect your personal data, we will store and process that personal data in accordance with our Privacy Policy. A copy of our Privacy Policy is available on our website or can be obtained by writing to the operator at the address set out below.

Please also note that calls made to us may be recorded for training and monitoring purposes.

Contact details and lost property

For all enquiries, suggestions or complaints, please address these for the attention of the Operations and Commercial Director, Go North West.

By post to:
Go North West, Boyle Street, Manchester, M8 8UT

By email to:

ask@gonorthwest.co.uk

On our website:

www.gonorthwest.co.uk

On Twitter:

[@gnwbus](https://twitter.com/gnwbus) (for live updates)

Our registered office is 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE, England and our company number is 08205871.

Our lost property office is located at Go North West, Boyle Street, Manchester, M8 8UT.

Complaints to Bus Users UK

In the event you are not satisfied with the handling of your complaint, you may contact the Bus Users UK whose contact details are as follows:

Bus Users UK
Princes Exchange
Princes Square
Leeds LS1 4HY
Tel: 0113 457 7900

Email: enquiries@bususers.org

Website: www.bususers.org