

Tshwane Bus Services – Terms and Conditions of Use Effective Date: [Year 2025]

These Terms and Conditions govern the use of Tshwane Bus Services, including all physical transport services and digital platforms such as the TshwaneBusMate web application. By accessing or using our services, commuters agree to comply with the following terms.

1. General Conduct

- Passengers must treat fellow commuters and staff with respect and courtesy.
- Smoking, alcohol consumption, and possession of illegal substances are strictly prohibited on all buses.
- Disruptive behavior, including excessive noise, harassment, or vandalism, will not be tolerated.

2. Ticketing and Fare Policy

- All passengers must present a valid ticket or proof of payment upon boarding.
- Tickets are non-transferable and must be retained for the duration of the journey.
- Fare evasion may result in penalties, including fines or suspension from future use of services.

3. Timetables and Service Availability

- Tshwane Bus Services strives to maintain accurate schedules; however, delays may occur due to traffic, weather, or operational issues.
- The service is not liable for missed appointments, connections, or financial losses resulting from delays or cancellations.

4. Safety and Security

- Passengers must follow all safety instructions issued by drivers and staff.
- Emergency exits must remain unobstructed at all times.
- Surveillance systems may be in operation for safety and monitoring purposes.

5. Lost Property

- Items left on buses will be collected and stored at the Lost & Found office for a limited period.
- Tshwane Bus Services is not responsible for lost, stolen, or damaged personal belongings.

6. Accessibility

- The service is committed to providing accessible transport for all passengers, including those with disabilities.

- Priority seating must be yielded to passengers with special needs, the elderly, and pregnant individuals.

7. Digital Services

- Use of the TshwaneBusMate app or website is subject to separate digital terms of service and privacy policy.
- Users must not misuse the platform, including attempts to hack, scrape, or disrupt service functionality.

8. Amendments

- These Terms and Conditions may be updated periodically. Continued use of Tshwane Bus Services constitutes acceptance of any changes.

9. Contact and Feedback

For inquiries, feedback, or to report issues, please contact:

- Email: TBM@outlook.com
- Phone: 012 412 7865
- Office: 012 564 9852