



Hartpury Transport FAQs 2026–27

There are two types of transport service available to Hartpury students:

- **Home-to-College Bus Services** – coach routes running from stops across the region directly to campus.
- **Gloucester City Shuttle Services** – short connecting shuttles between Gloucester city centre / train station and Hartpury campus.

Please read the relevant sections below carefully, as booking, ticketing and eligibility rules differ between the two services.

PART 1: HOME-TO-COLLEGE BUS SERVICES

These are coach services that run from stops across Gloucestershire, Worcestershire, Herefordshire and surrounding areas directly to and from Hartpury campus. They are available to Hartpury College students only.

General

Am I guaranteed a place on transport if I get a place at Hartpury?

No. You must book your place on a Hartpury bus through our transport partner Zeelo. You will need to create an account on Zeelo before purchasing a ticket. Your digital ticket will then be provided to you in the form of a QR code.

When does booking open for next year?

Booking opens for new students and returning Year 1 students on **Wednesday, 20th May 2026**. Access Zeelo's website at

<https://app.zeelo.co/rides/hartpury-college-2026-2027>, or download the Zeelo app and access the page via this QR code:



When do I have to book by?

The booking window closes at midnight on **Thursday, 27th August 2026**. Seats are allocated on a first come, first served basis and stops are restricted to the published routes, so all students are encouraged to book as early as possible to guarantee their place.

Can I request a stop closer to my home?

The routes offered have been designed to reduce overall journey times and booking is only available for stops on the published routes.

Returning students (entering Year 2 in September 2026) **have a priority window until Sunday, 19th June 2026** to request their current stop, even if it is not on the published routes, to minimise disruption during the transition to the new route network.

After this date, bookings will only be accepted for the published stops.

When will the first bus run?

The Home-to-College Services will begin in Enrolment Week, commencing Monday, 7th September 2026. Students will need to make their own way to campus for enrolment, and can then join the bus services from the **afternoon of Monday, 7th September**. Once enrolled, buses will run to the published timetable.

Why has my bus journey changed after I have enrolled?

Hartpury and Zeelo reserve the right to change routes, stops, timetables or operators throughout the year in order to improve services, balance capacity and address operational issues. We aim to keep changes to a minimum, but there may be more adjustments than usual at the start of the academic year as routes settle.

Can I book one-off journeys?

Once routes and capacities have stabilised – typically by early October – single and return tickets will be available for any spare capacity through the Zeelo app.

Routes & Stops

How are bus stops assigned?

On the Zeelo booking site, enter your home postcode and the closest available stop will be shown. Booking is first come, first served, so book early to guarantee your preferred stop.

Can I request a different stop?

New students can only book stops on the published routes. Returning students have a transitional window until 19th June 2026 to request their existing stop if it is not on the new network.

How long will my journey take?

The full timetable is available through the transport section of Hartpury's website or on the Zeelo booking page. Once you have booked, your pick-up and drop-off times will be visible in the Zeelo app.

Tickets & Booking

What types of ticket are available for the Home-to-College service?

A range of ticket and payment options are available, priced by zone based on distance from Hartpury:

- Annual Pass
- Half Year Pass
- Post-February Half Term Pass
- Apprentice Pass (one day per week only – see below)
- Limited single tickets (available once capacity has stabilised, typically from October)

What is an Apprentice Pass?

The Apprentice Pass allows travel on one day per week only and is available exclusively to eligible apprentices who are only required on campus one day a week.

Can I buy single tickets?

Single and return tickets will be made available via the Zeelo app once routes and capacities have stabilised – typically from early October. These are subject to spare capacity on any given route.

Payments, Refunds & Cancellations

When will payment be taken?

Zeelo will collect your financial details at the time of booking, but no payment will be taken until services start in Enrolment Week. If you cancel before **Thursday, 3rd September 2026**, no payment will be taken.

Do I get a refund if I cancel my booking?

You can cancel your booking without penalty until **Thursday, 3rd September 2026**. After this date, tickets are non-refundable and non-transferable, except in limited circumstances at the sole discretion of Hartpury College.

Are partial refunds available?

All bookings are for the full ticket period. Partial refunds will only be considered in very exceptional circumstances.

What happens if my situation changes after the cancellation deadline?

Refunds after the deadline are only granted in exceptional circumstances, such as the student's college place being withdrawn or a move to on-site accommodation.

Can I transfer my ticket to another student or pass type?

No – tickets cannot be transferred to another student or exchanged for a different pass type.

Do returning students need to rebook transport each year?

Yes – Year 2 students must rebook via the Zeelo app each year. As 2026/27 marks a change in the route network, your previous stop may not be advertised. Returning students have a priority window to request their previous stop until **Sunday, 19th June 2026**. After this date, only published stops will be available.

Using the Service

Do I have a guaranteed seat if I hold an annual or semi-annual pass?

Yes – your pass presumes travel on a five-day-a-week basis. It is your responsibility to release your seat in the app on any day you are not travelling. This helps drivers plan accurately and allows other students to book ad-hoc journeys.

What if I'm not travelling on a particular day?

Cancel your journey in the Zeelo app as early as possible, even at short notice. If you do not cancel, you and your parent or guardian will receive a notification through the app confirming you did not board. Keeping your bookings up to date helps ensure a more efficient service for all passengers.

Delays & Changes

Can routes or timetables change during the year?

Hartpury and Zeelo reserve the right to make changes throughout the year to improve performance or address operational issues. We aim to keep these to a minimum and any changes will be communicated in advance via the Zeelo app.

What happens if there are delays or cancellations?

Zeelo will notify students via the app as early as possible. The relevant teaching staff will also be informed of any delays affecting students they teach.

Behaviour Expectations

What happens if a student misbehaves on a Hartpury bus?

By booking a ticket, students agree to a code of conduct as set out in the terms and conditions. Failure to follow these rules may result in disciplinary action, and in certain circumstances, withdrawal of transport services.

What happens if a student causes damage to a bus?

The student, or their parent or guardian, will be held responsible for any damage beyond normal wear and tear. Wilful or malicious damage will be treated as a disciplinary matter.

PART 2: GLOUCESTER CITY SHUTTLE SERVICES

These are short connecting shuttle services running between Gloucester city centre and Hartpury campus. There are two separate shuttle routes with different eligibility rules.

Gloucester Train Station Shuttle – Hartpury College students only. Runs between Gloucester Train Station and Hartpury campus.

Gloucester Blackfriars Shuttle – Available to both Hartpury College and Hartpury University students. Runs from Gloucester city centre (Brunswick Road / Gloucester Docks) to Hartpury campus.

About the Shuttle Services

What is the difference between the two shuttle services?

There are two distinct Gloucester shuttle services:

- **Gloucester Train Station Shuttle** – restricted to Hartpury College students only. This shuttle connects directly from Gloucester Train Station to campus, timed around train arrivals.
- **Gloucester Blackfriars Shuttle** – available to both Hartpury College and Hartpury University students. This service runs from Gloucester city centre (Brunswick Road / Gloucester Docks).

The shuttles are a scan-to-board service. You are not required to book a seat for a specific service. If a service is full, you will be required to wait to board the next scheduled service.

Can I use the Train Station shuttle if I hold a Blackfriars ticket (or vice versa)?

If you hold a **Gloucester Train Station Shuttle ticket**, it is also valid on the Blackfriars Shuttle. This means that if your train is delayed and you miss the Station Shuttle, you can board the Blackfriars service at Brunswick Road or Gloucester Docks as a fallback.

A Blackfriars-only ticket is not valid on the Train Station Shuttle.

Can University students use the Gloucester Train Station Shuttle?

No. The Gloucester Train Station Shuttle is restricted to Hartpury College students only. University students have access to the Gloucester Blackfriars Shuttle throughout the year.

Booking the Shuttle Services

How do I purchase a shuttle ticket?

All bookings are made through Zeelo's booking site. Use the correct link for the service you need:

Gloucester Blackfriars Shuttle (Hartpury College and University students)

Booking site will go live on 20th June. With annual, bundles, singles and returns available.

Gloucester Train Station Shuttle (Hartpury College students only)

<https://app.zeelo.co/rides/hartpury-college-direct-shuttle-service-2026-2027>

Only Annual tickets available.

Depending upon your home location, you may be eligible for a discount. Please check further information on the booking site.

Do I need a ticket before boarding the shuttle?

Yes – all students must have a valid ticket to access the shuttle services. Drivers operate a “No Ticket, No Ride” policy. Your digital ticket is a QR code in the Zeelo app, which you must show to the driver to board.

Shuttle Ticket Types & Pricing

What ticket options are available for the shuttle services?

Shuttle tickets for the **Gloucester Blackfriars Shuttle** are available as an annual pass or in bundles.

Shuttle tickets for the **Gloucester Train Station Shuttle** are annual tickets **only**.

Students travelling from Zones 2 and 3 may be eligible for a partial subsidy.

To request a promotional code for a subsidy or for more information, contact:

Station.Shuttle@Hartpury.ac.uk

Can I buy single tickets for the shuttle?

Single and return tickets will be made available via the Zeelo app if there is spare capacity on a service. These are typically available from early October once services have stabilised.

Shuttle Refunds & Cancellations

Are shuttle tickets refundable?

You can cancel your shuttle booking without penalty until **Thursday, 3rd September 2026**. After this point, tickets are non-refundable and non-transferable, except in limited circumstances. Any refund will be at the discretion of Zeelo and Hartpury.

Can I transfer my shuttle ticket to another student?

No – tickets cannot be transferred to another student or exchanged for a different pass type.

FURTHER QUESTIONS

What should I do if I miss my bus?

If you miss the bus, you will be required to make your own way to Hartpury College.

What happens if my bus is delayed and I miss lessons?

Zeelo will keep you up to date with in-app messaging if there are any delays to your service. Your tutors will be informed if you are delayed to college due to transport-related issues.

What if I forget or lose my phone / ticket?

If you do not have access to a QR code when boarding the vehicle, the driver can mark you as boarded via the passenger list.

How do I let my driver know I am running late to a stop?

The driver must adhere to the timetable and will not be able to wait longer than the scheduled departure time if a student is running late.

What happens in bad weather?

Zeelo will keep you updated via in-app messaging if there are any delays to your service due to traffic or weather conditions. If you have any concerns, please reach out to the Zeelo Service Delivery team who will be able to provide further updates.

Why can't my driver drop me off closer to my home if it is on the route?

It is not permitted for the driver to divert from the scheduled route and timetable, unless instructed to do so by Zeelo.

Who do I contact if my bus does not arrive?

Please check your app for the latest information on delays and service updates.

For any urgent queries, please contact Hartpury College's transport team or visit the transport section of Hartpury's website