

## HOLIDAY SERVICES PROTOCOL

1. Participating operators in the Sheffield Area VPA undertake to provide the minimum service levels, as set out below, during holiday periods, although there may be local arrangements or special circumstances that may result in variations. Where these exist they will be jointly agreed with the other Parties directly involved.

Where Operators' services are subject to co-ordination via a Qualifying Agreement, in all circumstances services shall run to the same service pattern and duration.

The general protocol for holiday service provision is as follows:

### Christmas/New Year

- a. **Christmas Eve:** Services may run to at least Saturday timetables (unless Sunday when Sunday timings apply) and may run to reduced frequencies from 1600hrs with last buses operating no earlier than 1800hrs on any route that has scheduled departures after this time. Operators should supply a list of the services 8 weeks before this date for commercial routes, whilst SYPTE will supply information as to the last tendered journeys required to run which, in accordance with SYPTE contract conditions may be up to 2000hrs.
- b. **Christmas Day and Boxing Day:** No services are obliged to be operated - unless specific funding provided, or operated on a commercial basis. Operators are free to make their own commercial decisions.
- c. **27 – 31 Dec:** Normally Saturday services, with finish as on Christmas Eve on Dec 31, although should any of these days be designated Bank Holidays, a minimum Sunday service is required to operate. However, where routes operate Monday to Friday only, it is expected that the Monday to Friday service will be required to run on days that are not designated Bank or Public Holidays.
- d. **New Year's Day:** No services are obliged to be operated - unless specific funding provided, or operated on a commercial basis. Operators are free to make their own commercial decisions.
- e. **2 and 3 January:** Normal services will apply unless either is designated a Public Holiday in which case a minimum Sunday service will operate.

### Other Bank or Public Holidays

- f. **Good Friday:** Saturday service with early morning enhancements where necessary.
- g. **Easter Monday, May Day Holiday Monday, Spring Bank Holiday Monday and August Bank Holiday Monday:** Sunday service

2. Any other designated Public Holiday will require a minimum Sunday service to operate.
3. **School Holidays:** A reduced level of service may operate during the main summer holidays (end July – start September), but generally the frequency should not be worse than that operating on a Saturday. Services operating Monday to Friday only, must retain the same frequency during these school holidays (except for any school only trips). At all times the level of service provided must meet customer demand at the equivalent seating/standing proportion (or better) as at normal times.