

Home to School Transport Terms and Conditions

By purchasing a Home to School pass, you agree to abide by these Terms and Conditions and The Company reserves the right to refuse travel to any passenger who does not comply.

These terms and conditions may be amended at any time.

1. Payment Information

1.1. The fare is calculated for the whole school year and is not a daily or weekly fare. A pass must be purchased in advance of travel.

1.2. When you purchase a pass either by card or direct debit, you are entering into a contract for the purchase of a full academic year's school (typically 190 days). As such any cancellation will mean that you remain liable for the remainder of the full year (see section 2, Cancellation/Refunds).

1.3. Direct Debit instalments will be collected by a third-party merchant provider. An initial deposit is payable at the time the pass is purchased followed by further direct debit payments typically on the first working day of each month. If a direct debit is cancelled, the associated pass is immediately voided, no refund of payments already made will be considered.

1.4. A credit reference agency may be used to confirm your address and credit status.

1.5. You are asked to allow 14 days for processing your initial Direct Debit application.

1.6. Advanced notice will be given to you by the third-party merchant prior to taking the first Direct Debit payment from your account (normally 14 working days). The advanced notice informs you of the amount, date, and frequency of payment. Where there is any change, a new advance notice will be issued.

1.7. The surcharge for failed Direct Debits is £12.00 which will be added to any outstanding balance.

1.8. The administration charge for cancelled Direct Debits is £25.00.

1.9. Credit/Debit card payments can also be made via the parent portal to purchase tickets.

1.10. Arrears payments can be made by contacting The Company office and paying over the telephone.

1.11. Passes will not be reactivated until the arrears are paid in full.

2. Cancellations/Refunds

2.1. Once purchased, a pass is non-refundable. The only circumstance under which a refund will be considered is if a child permanently leaves the school. Written confirmation will be required from the departing school.

2.2. Refunds will be calculated based on the number of full terms remaining in the school year.

2.3. Once a request for a refund is received, the pass will be cancelled, and no further travel is permitted using that pass.

2.4. Within 14 days following the date of purchase of your annual pass known as a "Cooling Off Period", you may cancel your pass on written notice to us without incurring any liability (except

for any direct costs incurred in relation to services already provided) we will refund any part of the pass price that we have received from you. You will not be entitled to travel on our vehicles once your annual pass has been cancelled.

2.5. No refunds will be given in the summer term of the school year unless the cancellation notice is received prior to the commencement of the term.

2.6. No refunds will be given to students who are excluded from the service (see section 4).

2.7. No refunds will be given if HM government, its associated bodies or school authorities close the school for any reason, including war and or pandemic. It is expressly the discretion of The Company to issue refunds in this instance.

2.8. No refunds will be given where an alternative route and/or service is offered in the event of a cancellation.

3. Boarding/Pass E-Ticket

3.1. Boarding passes/e-tickets will be available on the parent portal immediately after payment or direct debit has been set up.

3.2. Once your boarding pass has been received, your child can commence to use the service providing the travel dates are valid.

3.3. Your child must only use the service allocated and must show the boarding pass to the driver on every occasion or they will be refused access.

3.4. The company reserves the right to withdraw the Boarding Pass/e-ticket if false information is supplied, or payment is not received. In the event of any misuse of the pass or if the child/children do not conform to the relevant school's Code of Conduct for School Transport.

3.5. There are no refunds for non-attendance, be it for sickness, holiday, school outing, work experience or suspension from school.

3.6. Planned school closures have been accounted for by The Company in reaching the annual fee.

3.7. The company reserves the right to void any ticket that has been shared or duplicated with intent to defraud The Company.

3.8. Digital and paper printed tickets are both acceptable passes.

4. Code of Conduct - Passenger Expected Behaviour

4.1 By purchasing a ticket of any type, you are agreeing to the code of conduct on behalf of the passenger using the ticket.

4.2 The purchaser of the ticket is responsible for ensuring the passenger using the ticket understands the code of conduct.

4.3 Passengers are expected to behave in a reasonable manner when travelling on the vehicle:

- A) Enter and leave the vehicle in an orderly manner. **Do not push.**
- B) Be polite and well-mannered at all times to fellow passengers and staff.
- C) Find a seat and remain seated whilst the vehicle is moving; Use a seatbelt where provided.
- D) Do not distract the driver; behave in an orderly manner.

- E) Do as the driver asks you.
- F) Ensure that your conversations and actions are always appropriate.
- G) Carry your pass with you at all times.
- H) Put any litter in the bins provided. If there are none, put it in your pocket until you get find a suitable bin.
- I) Reporting any concerns with regards to poor behaviour to your Head or an adult that can support you.

4.4. It is not permitted to consume food or drink on the vehicle.

4.5. In the event of continued disruption/misbehaviour, those responsible will be given a (STRIKE 1) verbal warning.

Should the warning prove not to be enough, then a (STRIKE 2) written warning will be issued either by letter or email and sent directly to the parent/guardian and a 7-day ban will be applied.

If this fails to resolve the issue, then the child/children will receive a (STRIKE 3) exclusion from the bus service permanently.

We reserve the right to inform and collaborate with the school to resolve any issues relating to behaviour or service issues.

4.6. Any damage to the vehicle, arson or violent conduct will result in the immediate exclusion from the service. We reserve the right to recover the cost of repair of the damage, replacement vehicle hires and any other costs and to pursue criminal and or legal action where appropriate.

5. Lost Property

5.1. It is the responsibility of the passenger to ensure that all belongings are taken with them at the end of each journey. The Company accepts no responsibility for any items left on the vehicle.

5.2. We reserve the right to open letters, packages, bags and other containers left on our vehicle as we deem necessary.

5.3. Any items not claimed within 3 months will be deemed to have been abandoned and we may destroy or dispose of it immediately without notice in line with Transport Operator Guidelines.

5.4. We are not liable for damage or loss of any items coming into our possession as lost property.

6. Service Information

6.1. The service will operate throughout the school academic year and will follow the published timetable.

6.2. In the event of a vehicle failure, an alternative vehicle will be sought either from our fleet or from another operator where possible.

6.3. In the event of a vehicle failure or delay of any kind, you will be sent a notification via parent portal text service to the registered number on the account.

6.4. Passholders should be at their allocated pick-up point at least 5 minutes before the scheduled time.

6.5. The Company reserves the right to amend the timetable or route of school services of which pass holders will be given a minimum of two weeks' notice.

6.6. The Company reserves the right to withdraw a service in its entirety and/or transfer passengers to alternative services of which pass holders will be given a minimum of two weeks' notice.

In the event of a service being withdrawn; the customer may request a refund. Any refund will be calculated in accordance with clause 2.

6.7. The Company reserves the right to combine services to maintain financial viability to provide the continuation of the service. Where an alternative service is available, no refund will be applicable, in accordance with clause 2.

6.8. It is the responsibility of the parent/guardian to ensure contact information is up to date on the parent portal. The company is not able to update this information.

6.9. The company reserves the right to increase the annual ticket price at any time of which customers will be given 2 weeks' notice, should the service not be commercially viable due to low numbers or exponential increases to overheads out of the companies control due to external factors such as government intervention.

7. GDPR

7.1. The Company privacy policy may be accessed here: [Privacy Policy](#).

7.2. The Company reserve the right liaise with schools, police and other establishments to investigate reports of incidents that may occur, such as but not limited to, bullying, assault, vandalism.

7.3. Vehicles may be fitted with CCTV to ensure the safety of passengers and staff, we reserve the right to share footage internally within the company and with schools and authorities as required to establish the facts and/or secure a conviction.

8. School Subsidy

8.1. The company accepts no responsibility or liability for the raising of, distribution or securing of any subsidies issued by the local authority or school.

8.2. The company reserves the right to withdraw a service should any applicable school subsidy be withdrawn or reduced.

8.3. The company reserves the rights to make service changes such as including but not limited to;

Merging multiple services,

Shortening routes

Increasing/Decreasing passenger

8.4. In the event of subsidy level changes the routes viability will be assessed on a case-by-case basis.

8.5. Refunds will be issued in accordance with clause 2.