

USING THE PARKSIDE BUS SERVICE T&CS 2023/2024: TERMS AND CONDITIONS

By placing a booking with the Parkside Bus Service, the customer acknowledges that they have read, understood, and accept the Terms and Conditions as detailed below:

Bookings

- Parents/guardians must register/re-register pupils each year for the bus service, using the Kura App. Booking windows and registration periods will be communicated throughout the year.
- Journeys booked but not taken are non-refundable. Any journey cancelled, ad hoc, via the App, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below.
- The School transport department offers this service on a first come first served basis. Although the School will do its utmost to accommodate all requests for use of the service, the School has no obligation to increase capacity on any route.

Use of the service

- Parents/guardians are asked to remind their children that when travelling on the school buses they remain bound by the School's Behaviour Policy
- Parents/guardians are asked to remind their children that they must abide by the School's bus travel Code of Conduct
- Ad Hoc journeys are permitted by pupils who may not be registered for the service; however it should be noted that this is only where availability permits.
- When ad hoc bookings can be accommodated at short notice, pupils must provide their name to the driver, in order that the journey is correctly recorded in the Kura system, for safety reasons. The School will endeavour to accommodate all such requests for places, but priority will be given to pupils registered for regular service use.

Changes to use of the service

- Any changes to a pupil's use of the School Bus Service (for example: frequency, route, home pick-up stop) must be made via the Kura App
- The School reserves the right to make route alterations after publication but will provide notice of any such action.

Cancellation policy: withdrawal from the service:

- Parents/guardians wishing to withdraw their children from the service entirely must provide a full term's notice, by email to parksidesschool@ridekura.com or forfeit the full term's charges in lieu.

Pupil code of conduct

Pupils must:

- Be ready to board at the allotted time. If late, the bus will be unable to wait
- Travel on their designated bus only
- Stay seated while the bus is moving, this includes always wearing the seatbelt
- Enter and exit the bus in a swift and safe manner
- Be polite and respectful to the driver and all other passengers at all times
- Follow any instruction from the driver without question – it is for their safety and the safety of others
- Look after their belongings and keep them in a safe place
- Take litter off the bus
- If they see someone behave badly on the bus, inform the school or their parents
- Make sure any necessary medication is taken before leaving home or school

Pupils must not:

- Shout, use bad language or make signs out of the window
- Start arguments or engage in verbal bullying
- Engage in fighting or 'play fighting'
- Distract the driver except in an emergency
- Eat or drink on the bus
- Take part in any other anti-social behaviour
- Leave any items on the bus
- Ask to be dropped off anywhere other than their agreed stop