

USE OF THE FELTONFLEET HOME TO SCHOOL BUS SERVICE 2023/2024 TERMS AND CONDITIONS (Ts&Cs)

By placing a booking with the Feltonfleet Home to School Bus Service the customer acknowledges that they have read, understood, and accept the Terms and Conditions as detailed below.

Bookings:

- Transport is available to all students in Year 3 and above.
- Parents/guardians must register/re-register pupils each year for the service, this should be carried out using the Kura App. Booking windows and registration periods will be communicated throughout the year.
- Parents/guardians may either book for the entire school year or by term, however, should note that booking priority will be given to parents booking more frequent journeys for the entire school 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. While 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 Service:

- Pupils must ensure they travel on the route for which they are registered.
- Pupils must give their name to the bus driver when boarding and disembarking to ensure an up-to-date and accurate bus manifest.
- Parents/guardians are reminded and asked to remind their children that, when travelling on the school buses they remain bound by the School's Behaviour Policy.
- Parents/guardians are reminded their children are to abide by the school's bus travel Code of Conduct.
- 'Ad Hoc' journeys are permitted by pupils who may not be registered for that day's service, however, it should be noted that this is only where availability permits. Bookings for Ad Hoc journeys should be made via the Kura App.
- 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 must 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 and not the School. The School will no longer be able to make changes to pupils' route or timetables.
- 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 one term's notice. Withdrawal notices should be sent to feltonfleet@ridekura.com, copied to buses@feltonfleet.co.uk. Parents/guardians may be liable for a full term's charges in lieu if sufficient notice is not provided.

Changes to Terms and Conditions

- The School does not anticipate the need to change or amend these Terms and Conditions, however, it reserves the right to do so without advance notice to Parents/guardians.