

USING THE ROMSEY TO SCHOOL BUS SERVICE T&CS 2024/2025: TERMS AND CONDITIONS

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

Bookings:

- All pupils are permitted to travel on the school bus.
- 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.
- Parents/guardians accept that bookings are for the entire school year and are for five days per week and include both AM and PM journeys.
- Journeys booked but not taken are non-refundable. Any journey cancelled, ad hoc, via the Kura app or portal, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below.
- The school offers bus service bookings 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.
- Parents/Guardians paying for bookings via the Kura app or portal accept that Kura software facilitates the transaction between parent/guardian and the school only and is not in possession of any funds or account information.

Use of the service

- Pupils must ensure they travel on the route for which they are registered only.
- Ad Hoc journeys are permitted by pupils not registered for the service, but where availability permits only. **Bookings placed 90 minutes before departure time can be made on the Kura app. If it is needed at shorter 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.
- Pupils must use their fob/pass/ID to tap on and off or give the driver their name as they board and disembark the vehicle.
- Parents accept that it is their responsibility to ensure their child is at the AM pickup point 5 minutes before the scheduled stop time to allow for an on-time departure.
- 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.
- Users understand that road traffic conditions can change without notice and delays incurred enroute are not within the company's control.

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 or portal and adhere to the cancellation policy set out below.
- 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, partially or ad-hoc must provide a full term's notice, by email to romseyschool@ridekura.com and copied to transport@romsey.hants.sch.uk or forfeit the full term's charges in lieu.

Kura reserves the right to make changes to these Terms and Conditions after publication and will notify users of the service of any such changes.