

USE OF THE ST EDMUNDS COLLEGE HOME TO SCHOOL TRANSPORT SERVICE 2024/2025: TERMS AND CONDITIONS (T & C's)

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

Bookings:

- St Edmund's College Transport is available to all students in Year 3 and above. An exception to this rule applies when a student aged 7 may be granted the use of the service, but only when accompanied by an older sibling.
- 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 should accept that bookings are 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 college transport department offers this service on a first come first served basis. While the college will do its utmost to accommodate all requests for use of the service, the college 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.
- Parents/guardians are reminded and asked to remind their children that, when travelling on the home to school service they remain bound by the School's Behaviour Policy.
- Parents/guardians are reminded their children are to abide by the college's transport 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 and should be booked in advance 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 college 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 permanent changes to a pupil's use of the College Transport Service (for example: frequency, route, home pick-up stop) must be requested in writing by email to Stedmunds@ridekura.com. Decreasing the frequency of use is considered a cancellation and requires one full term's notice per the cancellation policy below.
- The St Edmund's College 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 should provide a full term's notice, by email to Stedmunds@ridekura.com, and copied to transport@stedmundscollege.org or forfeit the full term's charges in lieu.