

USE OF THE PACT HOME TO SCHOOL BUS SERVICE 2024/2025: TERMS AND CONDITIONS (T & C's)

Bookings:

- Transport is available to all students. Pupils at Oakwood can only be booked on chaperoned coaches.
- Parents/guardians must register/re-register pupils each year for the service, this should be carried out by paying the invoice that will be sent just before the beginning of each term.
- 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, 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 carry a valid pass when travelling on school transport.
- Parents/guardians are reminded their children are to abide by the school's bus travel Code of Conduct.

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 Pact Travel (travel@pactschools.org.uk).
- 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 should provide a full term's notice, by email to travel@pactschools.org.uk and copy pact@ridekura.com, or forfeit the full term's charges in lieu.

Code of Conduct for Pupils who use School Transport

The school wants students to stay safe and travel comfortably. Pupils must agree to the following code of conduct for the benefit of themselves and others. The school and parents (or carers) will be informed if the code is not followed and (under extreme circumstances) we may have to withdraw your transport service. And your parents/carers will have to make alternative travel arrangements. This code of conduct is based on respect for others, please remember to be polite and courteous. You are representing yourself, your family, and your school.

1. Bus Pass

- Carry your bus pass with you when getting the school bus.
- Ensure that you show your bus pass to the driver. Otherwise, the driver will enter your name manually.
- Do not use anyone else's pass or allow another person to use yours. It is your responsibility to look after your own bus pass.
- If you lose your pass, you can obtain a replacement one via ParentPay. The cost for a replacement card is £5.

2. Bus Stop

- Arrive at the bus stop at least 5 minutes before your bus is due. The bus has a schedule and will not wait if you are late.
- If a bus is late, be prepared to wait for 15 minutes but no longer. Agree with your parents a plan B if the bus does not arrive or if you fail to catch it.
- In times of bad weather, please ensure you have an alternative plan for these occasions in case the bus is unable to operate.

3. Disruption to services

There may be times where you may be assigned a temporary bus stop due to disruptions (e.g., road closures).

In other occasions, (e.g., weather) the service may be unable to operate at all. We will communicate this problem with any alterations with as much notice as possible. Alternative arrangements might not be always possible.

4. Being safe getting on and off the bus

- Queue sensibly.
- Allow passengers to leave the bus before you board.
- Get on and off the bus respecting other passengers.
- When crossing the road once you have left the bus, wait for the bus to drive away so that you are visible to other vehicles, and they are able to see you.

5. On the bus

- Stay seated once you are on the bus; please wear a seatbelt if provided.
- Do not disturb the driver unless there is an emergency.
- Do not stand except when getting in or getting off the bus.
- Do not use emergency exits or doors unless there is an emergency.
- Do not eat, drink or smoke (including e-cigarettes) on the bus.
- Do not leave any waste on the bus.
- Violent behaviour of any kind will not be accepted, including abusive language, bullying, or throwing objects.
- Look after the bus. Any damage caused will be liable for the full costs of repair.

6. In case of an Emergency

If the bus breaks down or is involved in an accident, follow the driver's instructions.

7. In case of an offence

Example of behaviours that are likely to result in criminal investigation.

- Excessive damage to vehicle, (e.g. graffiti, vandalism.)
- Possession or use of drugs.
- Possession or use of offensive weapons (including replicas).
- Offensive behaviour on driver

8. Notification

Operators will report any unacceptable behaviour to the school. Parents will be notified of this action. Parents will indemnify the school for any loss or damage caused by their children.

9. Updates to the Code of Conduct

The Code of Conduct will be updated regularly over the course of a school year.