

School Bus Service Terms of Use



STAMFORD

The Stamford School bus service is provided to give parents and students the convenience of a dedicated, safe and reliable bus service to and from school. All users of the bus service are to be familiar with the terms of use and student code of conduct below, which is intended to ensure we provide a safe and reliable service. Any infringement of this code of conduct may result on access to the school bus service being either suspended or withdrawn permanently.

The terms of use and conditions travel on the school bus service are deemed to have been accepted when a place on one of the school buses has been booked and accepted.

General Terms and Conditions

Stamford School is responsible for setting prices, routes and timetables for the school bus service. The bus providers who deliver the service on behalf of the school are contracted by Stamford School and are obliged to:

- a) Provide vehicles that are sufficient for the number of passengers to be carried, including luggage capacity, and are adequately heated, ventilated and in a clean and tidy condition.
- b) Clearly display the correct route and destination notice.
- c) Have appropriate insurance and operator registration for the carrying of school passengers.
- d) Provide drivers who have undergone adequate safeguarding checks and training to fulfil their duties.
- e) Provide vehicles that are compliant with all relevant regulatory requirements, including safety checks.

Stamford School may need to provide the bus providers with confidential information about students. The bus providers are obliged by their terms and conditions to treat any such information appropriately and only to pass on to others that it is strictly necessary to do so.

Lost Property and Damage

Neither Stamford School nor the bus provider is responsible for, nor accepts liability for:

- a) Any loss, damage or injury to a passenger entering or leaving the vehicle or leaving their seat whilst the vehicle is in motion;
- b) The loss or damage of luggage where the bus provider has taken all reasonable care of the items, although insurance is in place to cover any such loss or damage where negligence can be demonstrated;

The bus providers are asked to take care of the lost property and return it to Stamford School or the student (via the bus driver) for return to its rightful owner without charging for the storage or return of the items.

Timetable

The bus timetable will be published at the start of each school year and will only be amended where necessary due to transport restrictions, timing difficulties, or road conditions that no longer make the current timetable viable. We will notify you as soon as possible if there are any changes to the scheduled pick-up and departure times.

The bus is unable to wait at pick-up points for late arrivals and WILL depart at its scheduled departure time.

The bus will only be able to pick up children at our designated bus stops. We are not permitted to pick up or set down at any point other than the designated school bus stops

Applications to travel

We will only accept applications to use the service in writing via our online booking form. Your application for a seat(s) on any bus route is subject to availability and on a first come first served basis. If successful you will be notified by our transport department, your seat(s) will be reserved for use until we receive notice that you wish to cancel. You will be billed each term in advance.

The minimum age for travelling on the school bus service are as follows:

- Year 6 or above can travel on their own;
- Year 4 & 5 will be authorised to travel on the bus as long as they have a sibling in Year 7, or above travelling with them at all times.

Billing

All contracts made relating to the provision of service are annual between the passenger and Stamford School and will roll over each academic year onto the next school year unless cancelled. The required notice is one full term's notice, in writing to the Transport Manager by the parent who signed up to the service.

Billing will be made on a termly basis in advance. A 5% discount is offered for bookings where the full year's travel is booked and paid for in advance with the Autumn terms billing.

We operate the school bus service on a 'not for profit' basis and our fees are carefully priced with regards to the operating costs of providing the service. Fees are reviewed on a regular basis and whilst we strive to keep them as competitive as possible, they may be subject to change.

Service Options

We operate a zoned ticket pricing option where prices are depended on where the student embarks from. The zone charge will be based on the zone letter applied to each stop as shown on the timetable (A-E). Travel is charged on the basis of a full weeks return travel being used (10 trips). No discounts or remissions will be given for part week travel, nor is there a single or part week ticket available.

An emergency ad-hoc service is available for exceptional circumstances where users require transport to or from the school and where they do not normally travel on the bus service. The use will be subject to seats being available on the chosen route and cannot be booked more than 7 days in advance.

Drop Off and Pick Up

It is the responsibility of the parent/guardian (or anyone they have arranged to take their child to the bus stop) to ensure:

- a) That the child reaches the bus stop safely, and at least five minutes before the designated bus departure time;
- b) That the child has with them their bus pass;
- c) We encourage that children travelling on the bus service have a mobile phone for emergency situations.

Stamford Junior School only:

- d) That they remain with their child at the bus stop in a morning, until they are safely onboard the bus. Other older students are not able to act 'in locoparentis' – it must be the child's parent/guardian/representative.
- e) That they are at the designated drop-off point at least five minutes before the designated bus arrival time in order to collect their child/ren from the bus. Buses do not remain at stops waiting for parents – if young children inform the drivers that their parents are not waiting for them then the child will be brought back to school and handed over to the senior academic team, to contact parents / make arrangements to collect from school. A charge may apply for additional travel incurred.
- f) Parents must ensure that the SJS are informed of the travelling times and dates and any changes made to these times.

Parents who choose not to wait with their child at the pickup points should agree with them as to what they should do in the morning if the bus does not arrive or if they miss the bus (e.g. return home, go to a friend's house, or organise alternative transport). Similarly for evening drop-off parents should agree with their child what they should do.

In the event of a student missing the return bus, please ensure that they are fully aware of what they should do. Students may wait in school until collected or alternative arrangements

can be made to travel home. All contact details should be up to date at all times to include emergency phone numbers.

If a child misses their bus stop on the journey home, they are to notify the driver as soon as possible. If the driver is unable to return to the stop, the driver will ask the child to contact their parent immediately to let them know they have missed their stop. The driver will ask to speak to the parent, to ask them if they wish for their child to be dropped off at the next bus stop, or return on the bus to the coach company depot to be picked up.

It is the parents responsibility to ensure the safeguarding of their child until they have boarded the school bus in the morning and after they have alighted from the bus in the evening.

It is the responsibility of the service user to notify the bus driver if they are unable or do not intend to board the bus as expected.

Bus Passes

Students are expected to:

- 1) Carry their valid bus pass at all times, and present it when asked to do so. If a student does not present a valid bus pass to the driver when boarding, the driver can manually board the student by giving their name, if they can't prove this, the driver has the right to refuse the student entry on to the bus.
- 2) Students are prohibited from defacing or damaging their school bus pass. If a student's pass is damaged or lost, the parent/guardian must contact the Stamford School Transport team to request a replacement. A payment of £5 will be required before the replacement pass is issued.
- 3) Bus passes are strictly non-transferable.

Student Behaviour and Code of Conduct

Stamford School expects all students to abide by the same standards of behaviour and conduct as they do within the school. Stamford School does not provide supervisors for each journey. Parents/guardians are expected to support the bus drivers and the School in ensuring students respect the requirements of them during journeys as laid out below.

Your Pick-up Point

- a) You are responsible for getting to your bus pick-up and departure point in good time.
- b) It is your responsibility to notify the bus driver if you do not plan to board the bus as expected.
- c) You are responsible for agreeing with your parents what to do (e.g. return home, go to a friend's house or organise alternative transport) if you fail to board the bus, or the bus does not arrive due to unforeseen circumstances (such as it breaking down).

Keeping Safe Before and When Boarding and Alighting the Bus

- a) Queue sensibly away from the edge of the road.
- b) Students are to make sure they stand back from the approaching bus until it has stopped, keep away from bus wheels at all times even when the bus has come to a stop.
- c) Be respectful of the neighbours and properties around the designated bus stop.
- d) Get on and off the bus in an orderly fashion so as not to hurt yourself or others.
- e) Wait for the bus to drive away before you attempt to cross any road.
- f) Do not attempt to board or alight the bus whilst it is moving.
- g) Have your bus pass ready for inspection.

When on Board the Bus

- a) You **MUST** wear your seat belt whilst the bus is moving.
- b) Leaving your seat whilst the bus is moving is **STRICTLY** prohibited.
- c) Do not distract the driver unless there is an emergency.
- d) Do not store items such as bags or clothing on seats. Under no circumstances should bags be placed in the aisle. Adequate storage for most items is available overhead or under-seats. Larger items can be stored in the under-storage area of the bus at the bus driver's discretion.
- e) Do not consume food or drink whilst on the bus.
- f) Do not damage, graffiti or vandalise the bus in any way.
- g) Do not leave litter on the bus.
- h) Only play and listen to music via your personal headphones.
- i) Do not use emergency exits or doors unless the driver instructs you to or there is a genuine emergency.
- j) Do not use obscene or abusive language.
- k) Bullying, physical, or verbal aggression won't be tolerated.
- l) You must not behave in a way that may cause harm to yourself, or other passengers.
- m) You must not behave in a way that will make other passengers feel unsafe or less comfortable.
- n) You must not encourage, coerce, or equip other passengers to do anything that may jeopardise their own safety or that of other passengers.
- o) Do not throw items across the bus. Instead pass items by hand between others.
- p) Do not destroy or deface any part of the bus.
- q) Do not use a mobile phone (or other electronic device) to produce images, videos or audio recordings of any person on the bus.
- r) Follow the driver's instructions at all times.
- s) Do not make signals or inappropriate gestures to other road users.

Sanctions for Non-Compliance with Code of Conduct

From time to time, it is necessary to impose sanctions on students who fail to conform to an acceptable standard of behaviour on the school transport. We believe that a parent or legal guardian must take responsibility for their child's behaviour on the way to and from school whilst using school transport. It is their duty to ensure that their children understand why it

is essential to behave properly in the transport provided. Should a user transgress any of our codes of conduct, a sanction will be applied in line with the school's behaviour policy. Dependent on the severity of the transgression any level of sanction could be imposed, including, but not limited to journey suspension, permanent denial of bus service, or other appropriate sanctions as determined by the Head, Senior Deputy Head, or Head of Sixth.

Changes

We reserve the right, at our sole discretion, to modify or replace these terms at any time. If a revision is material we will try and provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion and you will be notified of any significant changes in advance of the changes being made.

The School has the right to refuse transport to anyone who is deemed to have breached the School rules, expected behaviours, or code of conduct.