Terms and Conditions

Departure
Please be punctual as the bus will not wait for late-comers.

Payment
All payments are non refundable. If a direct debit payment is declined, then we will attempt to take the payment once more, if the balance is not paid within 72 hours then the bus pass will be voided.

In the event of COVID 19 (coronavirus) or similar pandemic causing a school closure of more than 2 consecutive qualifying weeks and no bus service is provided, then a 75% pro rata refund will be made for every whole week the school continues to be closed after this period.

Termination
One week's notice must be given if you no longer wish your child/children to use the service. The organizers reserve the right to cancel any child's place without reason.

Standards of Behavior
All children are expected to behave in a responsible and sociable manner. The organizers reserve the right to terminate a child's place on the bus for persistent anti-social behaviour. Any aggression or abuse towards our drivers or office staff from children or parents will result in a permanent ban.

Smoking & Vaping Policy
Smoking, vaping and the use of e-cigarettes are strictly prohibited on all school transport, including inside and around vehicles.

Any student found smoking or vaping will be **banned from using school transport**. This policy is in place to protect the safety, health and wellbeing of all students and staff. All students are expected to comply with this policy at all times.

Bus Passes
Each student will be issued with a unique QR code individual to them which is valid whilst no payment is outstanding, this must be swiped on the start of each journey on the bus. Travel may be declined if a valid QR code is not presented. These are non transferrable. Please make sure your mobile device is charged – if a QR code is not scanned, the student will be challenged and transport may be refused.

Guests.
Guests of **Bona-Fide** Pass Holders may travel with the pass-holder on an occasional basis, **subject** to availability of seats. There is the normal charge per person per journey for this service. **Authority must be sought from our office prior to you buying a ticket for your guest**. Anyone found adding passengers without authority will have the ticket cancelled and transport refused.

CCTV
CCTV Audio and Visual recording equipment may be in use on vehicles used on this route for the purposes of safety, security and quality control. This system is operated by Irving of Dalston.

GDPR
We are committed to ensuring that your privacy is protected, that your personal information is used for legitimate purposes and is kept secure. All data is collected for the purposes of providing a safe, reliable, good quality service. Data regarding your child is held securely to enable fraud prevention, to allow us to provide a safe service and keep parents informed.

Seat Belts
All passengers must remain seated in the correct position throughout the journey with their seatbelt on. Any passenger not adhering to this will compromise any possible claim for personal injury.

Missed Stops
Passengers should not assume that the driver is aware of their presence on the bus or at which stop they will be leaving the bus. In the event of a new or non regular driver, passengers should make him/her aware of the stop they require. If the required stop is missed then the bus will continue to the next scheduled stop. This should enable time for passengers to make revised pick-up arrangements.

Updated 15th October 2026