

# School Bus Service Terms of Use



## School Bus Service Terms of Use

Worksop College and Ranby House are pleased to be able to offer its pupils the convenience of a dedicated, safe and reliable bus service. We delight in being able to provide parents with peace of mind knowing their child will be greeted by one of our conscientious bus drivers who will safely transport them to school.

Please be sure to carefully read the below terms of use and pupils code of conduct, which is intended to ensure we provide a reliable, safe and pleasant bus service. It is written with reference to our Manners Charter and Behaviour policy.

Any infringement of this Code of Conduct may result in access to the school bus being either suspended or withdrawn permanently.

## Your responsibility

### Access to the bus service

Due to the high demand for the school bus service, we must operate on a first come first serve basis, which is subject to the availability of seats on your preferred bus route.

### Recurring billing

We will assume that those currently paying to use the bus service will continue to do so until we receive notice of their wish to cancel their use of the bus service. Consequently, we will continue to invoice you on a recurring basis in advance for each term. See cancellation terms below.

### Cancellation

You have the right to cancel your use of the service at any time however no refunds or credits will be issued for unused journeys.

### Application

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, and you will be billed each term in advance .

### Service Options

We operate three pricing options and prices are dependent on the zone your child/children will board the bus. Zone A is the closest zone to the college and zone E is the furthest from the school.

- Option One 'Full Time' - users who wishes to use the bus service on a daily basis to and from school. Nine trips Monday, Tuesday, Thursday Friday AM and PM, Wednesday Am Only  
**NOTE** There is No transport Provision Wednesday PM
- Option Two 'Flexi' – users can use the bus service for up to six trips per week:  
**NOTE** There is No transport Provision Wednesday PM

- Option Three 'Emergency Ad Hoc'\* – for exceptional circumstances where users require transport to or from school.

\*note that ad hoc use is subject to a seat being available on the bus of your chosen route and cannot be booked more than 7 days in advance.

## Rollover and crediting

We do not operate a 'rollover' or 'crediting' option where you can rollover and save unused trips for use later. Nor do we credit users for unused trips.

## Pro rata billing

If you apply to use the bus service part way through a current term, then you will be billed pro rata based on the number of days remaining in the current term. Example, if you apply to use the bus service halfway through a 60-day term then you will be billed for 50% of the fees for the remaining 30 days of the term you use the bus service.

## Fees

We operate the school bus service on a 'not for profit' basis and our fees are carefully priced with regards to only our operating costs. 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 Use

- Pupils must adhere to the Code of Conduct on School Transport outlined below.
- It is the responsibility of the service user to ensure that they arrive in good time to board the bus before its timetabled departure time.
- 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.
- Parents who choose not to wait with their child or children at the pickup points should agree with them as to what they should do in a morning if the bus does not arrive or they miss the bus (e.g. return home, go to a friend's house, or organise alternative transport). Similarly on evening drop off parents should agree with their child what they should do. These details should be communicated by the parent on email to the transport department at :- [Transport@wsnl.co.uk](mailto:Transport@wsnl.co.uk)
- It is your responsibility to ensure the safeguarding of your child or children until they have boarded the school bus in a morning and after they have alighted from the bus on an evening and left the school.

## Our responsibility

It is our responsibility to provide a safe and reliable bus service to our parents and pupils. We will always endeavour to arrive at the specified time at each pickup point as far as is practicable and safe to do so. However, this is subject to traffic and weather conditions.

## Pickup and departure times

- We will notify as soon as possible if there is any change 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.

- We will endeavour to accommodate requests to pick up at locations not currently specified on the route, but please remember that in most cases it is not possible for the bus to deviate from its planned route due to the tight timetable we have to operate in order to get pupils from distant locations in to school on time.
- Bus routes and pick up/drop off locations may be subject to alteration due to operational requirements and in any case cannot be guaranteed to remain the same from one academic year to the next.

## Our Bus Drivers

- We will provide the email and mobile contact number for each bus driver to enable you to contact them should there be any changes to the expected use of the service by your child/children.
- Drivers are not permitted to use their phones whilst driving drivers will respond to calls when they are safely able to do so, usually the next stop on the route.
- Please expect that the driver will invariably be driving and unable to respond to calls.

## Pupils Code of Conduct on School Transport

### 1. Your pick-up point

- a) You are responsible for getting to your bus pick-up 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).

### 2. Keeping safe when boarding and alighting the school bus

- a) Queue sensibly away from the edge of the road.
- b) Allow passengers to leave the bus before you board.
- c) Get on and off the bus in an orderly fashion so not to hurt yourself or others.
- d) Wait for the bus to drive away before you attempt to cross any road.
- e) Do not attempt to board or alight the bus whilst it is moving.

### 3. 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) Only play and listen to music via your personal headphones.
- e) Do not use emergency exits or doors unless the driver instructs you to or there is a genuine emergency.
- f) Do not use obscene or abusive language.
- g) Bullying, physical, or verbal aggression won't be tolerated.

- h) You must not behave in a way that may cause harm to other passengers.
- i) You must not behave in a way that will make other passengers feel unsafe or less comfortable.
- j) You must not encourage, coerce, or equip other passengers to do anything that may jeopardise their own safety or that of other passengers.
- k) Do not throw items across the bus. Instead pass items by hand between others.
- l) Do not destroy or deface any part of the bus.
- m) Do not use a mobile phone (or other electronic device) to produce images, videos or audio recordings of any person on the bus.
- n) Follow the driver's instructions at all times.
- o) 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 pupils 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 children's behaviour on the way to and from school whilst using the college 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 code of conduct the following sanctions will be applied. Dependent on the severity of the transgression any level of sanction could be imposed.

### Sanctions

- First verbal warning
- Second verbal warning
- Suspension of use of transport for
- 4 consecutive journey suspension (2-day Full user)
- 9 consecutive journey suspension (1-week Full user)
- 18 consecutive journey suspension (2-weeks Full user)
- Permanent denial of service use.

### Transgression examples

- Not wearing seat belt.
- Disobeying an instruction from the driver.
- Lack of consideration to other passengers.
- Misuse of emergency exit.
- Misuse of main entrance door.
- Unnecessary distraction of driver.
- Fighting with another pupil
- Damaging the bus

### Sanction Procedure

#### First verbal warning

Any breach of code of conduct is noted by the respective driver and reported to the transport management on the day the incident occurs.

Transport management are responsible for adding the reported incident to ISAMs so there is a written log of inappropriate behaviour. Isams is linked to House Masters at the college and Deputy Head/Form Tutor at Ranby, in order that they are aware of incidents.

Transport Management will contact parents to notify them and confirm by email the nature of the breach of rules and expectations whilst pupils travel on the bus, asking them to reinforce and support the adherence to the rules and expectations with their child.

A first warning remains in force for a minimum 3 weeks of bus use from the reported incident.

## Second verbal warning

Any breach of the code of conduct is noted by the respective driver and reported to the transport management on the day the incident occurs.

Transport management are responsible for adding the reported incident to ISAMs so there is a written log of inappropriate behaviour. Isams is linked to House Masters at the college and Deputy Head/Form Tutor at Ranby, in order that they are aware of incidents.

Transport team to notify parent of breach and that matter is being investigated by respective House master / Deputy Head.

On conclusion of investigation, they will liaise with transport management on the outcome and appropriate level of sanction.

Transport management will notify parents of outcome and sanctions by phone and confirm by email.

Parents will be advised that a further breach will lead to a suspension of service for the pupil.

A second warning remains in force for a minimum 6 weeks of bus use from the reported incident.

## Third incident or major breach or rules whilst using the transport.

Major breach/repeated breaches of rules and expectations on the bus.

Any breach of the code of conduct is noted by the respective driver and reported to the transport management on the day the incident occurs.

Transport management are responsible for adding the reported incident to ISAMs so there is a written log of inappropriate behaviour. Isams is linked to House Masters at the college and Deputy Head/Form Tutor at Ranby, in order that they are aware of incidents.

Transport management notifies parent of repeated breach or major breach, and that matter is being investigated by respective HSM/Deputy Head, this investigation may include immediate suspension from use of the transport whilst investigations are concluded.

On conclusion of investigations transport management and SLT will determine appropriate sanctions

Should a pupil receive a partial suspension of use when they return to use the transport.

The pupil will remain at a 2nd warning status for minimum 6 weeks of bus use from their return to use of transport.

SLT will notify parents of outcome and sanctions by phone and confirm by email.