

## WEST BUCKLAND SCHOOL

### TERMS AND CONDITIONS FOR SENIOR SCHOOL BUS TRAVEL 2020/2021

1. Charging. The charge for bus travel for the academic year 2020/21 will remain unchanged at be £100 per term for those pupils whose bus stop is within Zone A on the enclosed map. A charge of £125 per term will be made for those who live outside that Zone. Please be aware that random checks will be made of the pupils using the bus service and any children found to be travelling without having paid will be charged £10 per journey. Longer-term, the School still aspires to introduce an electronic system to log all passengers on and off the buses.
2. Payment. Payment must be made for a full term in advance of travel.
3. Refunds for Absences. Refunds will only be made for absences lasting more than one working week (i.e. over 5-days).
4. Pick-up and Drop-off Times. The bus timetables will be available on the School Website from mid-August for each new academic year. Please note that the route is timed for an average journey time. In the morning, drivers will not leave earlier than the times stated. Please note the bus driver will use the GPS clock installed in the bus which is accurate within seconds. In the evening, the bus could be slightly early. Parents should therefore arrange to be at the drop-off point and at the pick-up point slightly earlier than the timetabled time.
5. Additional Stops & Route Alterations. Parents should ask the Fees' Secretary concerning additional pick-up points which will be approved only in exceptional circumstances. Occasional travel or alterations to allocated routes (roadworks etc) will be notified to you by the Fees' Secretary. The School reserves the right to alter the timetable to provide the most cost-effective service for all Pupils and the school.
6. Pupil Missing a Stop. If by mistake a pupil misses the stop, the bus driver will complete the full route and then retrace the route to ensure the pupil is dropped at the correct bus stop. If possible, the driver will try to phone the school and the parent en-route. If no one is at the stop, and the child is below the age of 14, the driver will return to the depot, establish contact with the parent, and/or school, and look after the child until safe return to the parents.
7. Additional Passenger Requests. Any Boarders wishing to travel on the buses must have permission in writing from their Houseparent and collect a temporary bus pass from the Bursary. Day pupils, who are registered and paid-up passengers, wishing to change routes must bring a letter in from their parents giving permission to travel on a different bus route and collect a temporary bus pass from the Bursary. Temporary bus passes, for nonregistered day pupils, will only be issued if there is space on the bus. With the exception of temporary use for exceptional circumstances, a charge will be generated for occasional use of the bus.

8. Bus Contractor. The contractors for the Autumn Term 2020 will be Taw & Torridge – their contact details are as follows:

Taw & Torridge Coaches Ltd, Coney Avenue, Barnstaple, EX32 8QJ.

Tel No. 01271 859533

Email: [enquiries@tawandtorridge.co.uk](mailto:enquiries@tawandtorridge.co.uk)

9. School Emergency Contact Information. The School Emergency contact numbers are as follows:

School Contact: 01598 760127

Urgent Message Board: 01598

760121

10. Severe Weather. In the event of severe weather parents will be contacted by SMS messages to their nominated mobile phone(s). Parents can view, and amend, their contact details by logging onto 'My School Portal'.
11. Obligations and Expectations. The School aims to provide a high quality and punctual bus service to and from School. Any disputes that arise should be addressed to the School in the first instance and not with the bus drivers at the bus stop. We strongly discourage any 'heated discussions' and encourage the maintenance of cordial relations and good manners in keeping with the ethos of the School. Any complaints will be dealt with very seriously and any transgressions will be dealt with accordingly. Parents should be aware that most of the buses have CCTV with recordings, kept securely, for the requisite period, before being wiped.