



## St John's School Transport Service

### Conditions of Carriage

March 2018

#### 1. Background

The School operates a number of its own mini-buses, along with vehicles from a coach operator to offer a comprehensive home to School service. The transport service exists to provide St John's parents help in getting their children to and from School. The service is managed by the School's Transport Manager, Thomas Guise.

#### 2. Timetable

The morning bus timetable has been planned to ensure all children arrive at School before their registration time. Normally they will arrive on time but this is not guaranteed, this may be down to events or situations out of the control of the driver or School e.g. heavy traffic congestion. Routes and stops may be changed when required due to any adverse road conditions on a particular route. Any changes to routes or stops will be communicated to the parents/pupils affected where possible.

#### 3. Booking and allocation of places

Parents that have paid termly will always have priority over parents on the pay-as-you-go tariff. If spaces are limited on a particular route the termly parent will take precedence. All seat spaces for pay-as-you-go users are subject to availability on that given day and there is no guarantee that a space will be available. Once a place is allocated to a pupil using the service on a permanent full-time basis and paying in advance termly, this space will remain with the pupil unless:

- The place is withdrawn in accordance with paragraph 6.
- Notice is given to cease using the service in accordance with paragraph 11.
- Demand for a particular route falls to such a point that is no longer economically viable for the School.

All booking forms received for transport will be processed in the order that they are received. Smartcards will be issued to all bus users. In the event smartcards are lost or damaged a replacement must be purchased to enable the child to carry on using the School's transport service. Please note that if an ad-hoc journey is required one day's notice is necessary to be given to the School's transport office.

#### 4. Service

It is the School's objective to provide a place for each pupil wishing to use the transport service on a permanent basis. Wherever possible this will be the route and stop requested by the parent. If this is not possible then the pupil will be placed on a waiting list and allocated a space when one comes available. All pupils using the transport must 'fob' on and off the vehicle using their smartcard each time they use the service.

#### 5. Pick up and drop off points

Minibus and coach drivers are only permitted to pick up or drop off at the School's published bus stops and are also forbidden from deviating from the schedule unless in an emergency situation. It is the responsibility of the parent to ensure their child arrives at the pick-up point in good time and they are supervised adequately until the School transport arrives. Morning and afternoon arrangements must take account of delays caused by traffic congestion or on occasion School events.

#### 6. Pupil Behaviour

There are no supervisory staff on any of St John's School vehicles and, a credit to the pupils that use the School transport, instances of misbehavior are rare. Nevertheless, drivers of the School transport have the instruction to report all such instances via the School transport software. All such incidents will be treated very seriously and the appropriate action will be taken (in accordance with the School's Behaviour Policy). Normally, the pupil will be warned once in the first instance and thereafter if a repeat occurrence transpires this will lead to the pupil's seat being withdrawn without a refund. If the incident is of a very serious nature the pupil's seat on the School transport could be withdrawn with immediate effect, without a refund being provided.

#### 7. Safety

The safety of pupils using the School transport is of paramount importance to the School. With this in mind all pupils in the morning and afternoon need to be aware of moving vehicles in the School's pick up and drop off zone (outside the Science Centre). While travelling on the School transport all persons occupying the School transport need to be seated and have their seatbelt on while the vehicle is moving.

#### 8. Departure

All pupils need to be aware that the School's transport will not wait for them after the published departure time from the School's pickup point unless previously agreed by the School.

#### 9. Change to routes

The School have the right to alter routes, pick up points, times and coach companies used by the School, if it so wishes. We will provide where possible adequate notice of any changes to the service to all parents affected.

#### 10. Limitations

Only pupils from St John's School can use the transport service provided by the School, unless specific permission has been granted by the School.

#### 11. Notice

The notice to cancel or amend the transport service provided by St John's School is one full term's notice. The notice must be in writing and received by the Transport Department no later than 12:00 pm of the first working day of the start of a new School term. Notice is not required if the pupil is leaving at the end of the Upper Sixth Form year. All correspondence to cancel should be sent to St John's School, Transport Department, Epsom Road, Leatherhead KT22 8SP or via email to [transport@stjohns.surrey.sch.uk](mailto:transport@stjohns.surrey.sch.uk)

#### 12. Termly Charge

The termly charge will be adjusted each term depending on the number of weeks within that term. Subsequently, the termly fee will change to reflect this.

#### 13. Emergencies

In the event of a transport emergency e.g. coach breakdown, the Transport Manager or a representative from St John's School will endeavour, where possible, to inform the parents of the pupils affected.