



Congleton High School
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Monday 14th July 2025

Dear Parents / Carers,

Transport Provision for Academic Year 2025 – 2026 – Bostocks Service, CHS1

As we approach the end of the academic year, we are now outlining the ticket and pricing information for the Bostocks/Holmeswood **CHS1 Bus service** for the new academic year (**September 2025 – July 2026**). A very warm welcome to our new parents and families whose children will be using this service.

These will be available to purchase via **Shuttle ID**. Here is a reminder of the bus routes:

Staffordshire (Biddulph): Zone 1

Cheshire (Congleton): Zone 2

| Journey to School | | Journey Home | |
|---|------|---|------|
| Sainsbury's Biddulph (Zone 1) | 0750 | Congleton High School (Zone 2) | 1515 |
| Biddulph Arms (Zone 1) | 0755 | Bus Terminus (Zone 2) | 1523 |
| Mossley Corner/Boundary Lane (Zone 2) | 0800 | Bromley Road Co-Op (Zone 2) | 1530 |
| Bida Lane (Zone 2) | 0800 | Fern Cres / Kingsley Stop (Zone 2) | 1534 |
| Railway Station (Zone 2) | | Fern Cres / Bromley Woods (Zone 2) | 1535 |
| Highcroft Avenue (Zone 2) | 0805 | Woolston Avenue (Zone 2) | 1537 |
| Corner of Edinburgh Rd/Dale Crescent (Zone 2) | 0807 | Corner of Edinburgh Rd/Matthew's Place (Zone 2) | 1539 |
| Woolston Avenue (Zone 2) | 0810 | Highcroft Avenue (Zone 2) | 1542 |
| Fern Cres / Bromley Woods (Zone 2) | 0812 | Railway Station (Zone 2) | |
| Fern Cres / Kingsley Stop (Zone 2) | 0813 | Bida Lane (Zone 2) | 1548 |
| Coronation Road / Bromley Road (opp Co-Op) (Zone 2) | 0817 | Mossley Corner / Bida Lane (Zone 2) | 1548 |
| Spindle Street (Zone 2) | 0818 | Biddulph Arms (Zone 1) | |
| Mill Street (Zone 2) | 0823 | Sainsburys Biddulph (Zone 1) | 1555 |
| Congleton High School (Zone 2) | 0830 | | |

Payment / Bus Pass information

For existing Cheshire East Pass Holders

Pupils are to show their Cheshire East Bus Passes when accessing the bus.

If you do not currently have a Cheshire East Bus Pass and think that you could be eligible for one, please apply via the link: [School transport](#)

For paying passengers

Please click on the '**CHS1**' link below to book your seat for September 2025 – July 2026 via the ShuttleID portal.

<https://passenger.shuttleid.uk/client/9da610b2-863a-4d63-92e5-ac89e3a52fb8/ad3fc7b7-06ce-44b7-8c9d-c04cf79a8f62>

ShuttleID host an online ticket system which will provide students with an e-ticket containing a QR code. This e-ticket can be downloaded onto a phone (or printed) and will need to be scanned by students when boarding the bus. E tickets will need to be purchased prior to travel. **There will not be the option to pay cash on the bus.**

How much are tickets?

The individual ticket pricing structure is as follows for Sept 25 to July 26:

Zone 1 – Biddulph stops (**Staffordshire**)

Single: £3.10

Return: £4.20

Zone 2 – Congleton stops (**Cheshire**)

Single: £2.80

Return: £4.00

We are aware of the financial pressures facing families and continue to work hard to keep costs down. We have heavily subsidised this bus service to make school transport as affordable as possible in line with our new provider costs.

Please choose between:

- 1. Annual (FULL Academic year – Sept 25 to July 26 38 WEEKS) Return journeys**
- 2. Early School Leaver Ticket – pupils in Y11/13 who will only need the service until June 26 when exams end (Sept 25 to end of June 34 WEEKS) Return journeys**
- 3. Ad Hoc Ticket (Daily singles or returns for those that want to use occasionally)**

There are two price zones – Staffordshire (Zone 1) and Congleton (Zone 2).

We encourage parents to pay by monthly direct debit rather than ad hoc singular tickets for ease, value and reliability of tickets to be available.

Ticket Structure Options

| Payment Option Type | Date | Staffordshire (BIDDUPLH) Zone 1 Return Daily | Cheshire (CONGLETON) Zone 2 Return Daily |
|--|--|---|---|
| Annual Ticket (Sept to July) One Off Card Payment Upfront | On Purchase (£30 discount for this method) | £798 (with discount for one off upfront purchase: £768) | £760 (with discount for one off upfront purchase: £730) |
| Annual Ticket (Sept to July) Monthly DD Payment (38 weeks) | On Purchase – Initial Deposit of £30 Paid by 31 August 25 | £798 (£30 Deposit required) | £760 (£30 Deposit required) |
| Annual Schedule D Debit | 01/10/25 | £76.80 | £73.00 |
| | 01/11/25 | £76.80 | £73.00 |
| | 01/12/25 | £76.80 | £73.00 |
| | 01/01/26 | £76.80 | £73.00 |
| | 01/02/26 | £76.80 | £73.00 |
| | 01/03/26 | £76.80 | £73.00 |
| | 01/04/26 | £76.80 | £73.00 |
| | 01/05/26 | £76.80 | £73.00 |
| | 01/06/26 | £76.80 | £73.00 |
| | 01/07/26 | £76.80 | £73.00 |
| Early School Leavers Ticket (Sept to End June) One off Card Payment Upfront | On Purchase (£30 discount for this method) | £714 (with discount for one off upfront purchase: £684) | £680 (with discount for one off upfront purchase: £650) |
| Early School Leavers Ticket (Sept to End June) | On Purchase – Initial Deposit of £30 Paid by 31 August 25 | £714 (£30 Deposit taken) | £680 (£30 Deposit taken) |

| | | | |
|---|----------|--------|--------|
| Monthly DD Payment (34 weeks) | | | |
| Early School Leaver's Schedule | 01/10/25 | £76.00 | £72.22 |
| D Debit | | | |
| | 01/11/25 | £76.00 | £72.22 |
| | 01/12/25 | £76.00 | £72.22 |
| | 01/01/26 | £76.00 | £72.22 |
| | 01/02/26 | £76.00 | £72.22 |
| | 01/03/26 | £76.00 | £72.22 |
| | 01/04/26 | £76.00 | £72.22 |
| | 01/05/26 | £76.00 | £72.22 |
| | 01/06/26 | £76.00 | £72.22 |

| | | | | |
|------------------------------------|---------------------------------------|---------------------------------------|--|--|
| Single / Return Tickets | Staffs Biddulph Zone 1 | Staffs Biddulph Zone 1 | Cheshire Congleton Zone 2 | Cheshire Congleton Zone 2 |
| One off Ad Hoc Daily purchases | Return Daily | Single Daily | Return Daily | Single Daily |
| Card Payments Only | | | | |
| | £4.20 | £3.10 | £4.00 | £2.80 |
| | | | | |

Direct Debit payments will appear on your bank statements as 'Go Cardless'

One off card payments will appear as 'Congleton High School Bus'

Frequently Asked Questions:

When do tickets go on sale?

Tickets will go on sale from Monday 21st July (Please ensure you purchase 25/26 ticket)

To secure your child's place for Sept 2025 you can either

- Pay for a term or annual ticket in a one-off payment via card
- Pay the £30 deposit and set up your monthly direct debits for either an Annual or an Early School Leaver ticket
- Pay ad hoc singles and returns

The latest date to pay your DD deposit is 31 August 25.

Does my child need a ticket to board the bus?

Yes, you will need to buy your child's ticket on Shuttle ID **before** their journey. This will be downloaded to their phone or printed off.

What happens if my child loses their phone/doesn't have a ticket?

Please notify the school as soon as possible if there is a problem. The bus driver will not leave students behind, but the system will notify the school that a child has boarded without a pass. Parents/ carers will be notified to discuss any issues.

Can I cancel my ticket?

Buying a ticket commits you to at least a term's travel. Autumn and Annual tickets are about to go on sale from 21 July 25. We do recommend the annual pass (taking you from Sept through to July to confirm your child's place on the bus).

Do I receive refunds for my child's absence, unexpected closure of the school or Year 11/13 leaving early for exams?

No refunds are available for the above scenarios.

What happens if I miss a direct debit payment?

The school will be notified immediately via ShuttleID of any cancelled or missed direct debits. Students require payment prior to travel as they will have to scan their QR card as they board the bus. No students will be left behind by the driver. If payment is not made the school will contact parents/carers and arrange payment via card on the ShuttleID system.

What if I am facing financial difficulties?

Please contact the school as soon as possible to discuss any issues. (buspasses@congletonhigh.com)

What if I need technical support with ShuttleID?

Please contact help.shuttleid.co.uk or ShuttleID<info@shuttleid.uk or use the [ShuttleID Passenger Portal](#)

What if I have problems or questions regarding this?

Please email buspasses@congletonhigh.com

Our expectations of our students' behaviour on this vehicle each day are high. Children are not to eat or drink on the bus and are to be respectful and polite to the bus driver and considerate regarding leaving litter. Please do convey to your child that they are representing the school for the duration of their bus journey to and from school, and we expect the CHS behaviours to be modelled at all times.

Thank you for your support with this.

Wishing you a restful summer break.

Kind regards

Mrs N Trigg
School Business and Operations Manager