



Together in the Pursuit of Excellence

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Wednesday 18th December 2024

Dear Families,

Transport Provision for Jan 2025 – Bostocks Service - CHS1

As we communicated earlier in the month – our new service provider from January '25 for the Biddulph, Mossley, Bromley Route is with **Bostocks Coaches**. In this letter we are able to communicate our pricing structure and also how to purchase bus tickets using **ShuttleID**. I believe that parents using the Ladyline service are familiar with ShuttleID, which should make things as smooth as possible. **The service will commence on Tuesday 7th January.**

Reminder of Bus Route / Timetable

We are pleased to say that Bostocks will be continuing with the exact same route, stops, and timings as **Ladyline's CHS K85** bus route. **The new service with Bostocks is called CHS1**. See the timetable below:

Staffordshire: Zone 1 Cheshire: Zone 2

Journey to School		Journey Home	
Sainsbury's Biddulph (Zone 1)	0745	Congleton High School (Zone 2)	1515
Biddulph Arms (Zone 1)	0755	Bus Terminus (Zone 2)	1523
Mossley Corner/Boundary Lane (Zone 2)		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/Matthews (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 as they would have done previously when boarding the bus. Cheshire East are now aware of our change of transport provider.

For paying passengers

Please click on the '**CHS1**' link below to book your seat for January 2025 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 Jan to July:

Zone 1 – Biddulph stops (Staffs)

Single: £2.80

Return: £4.00

Zone 2 – Congleton stops (Cheshire)

Single: £2.50

Return: £3.80

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:

- Annual (Remaining academic year – Jan to July) Return journeys
- Termly (Spring term only – up to Friday 4th April) Return journeys
- Ad Hoc Ticket (Daily singles or returns)

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

We have the following tickets available to purchase via Shuttle ID:

- Annual Regular Return Daily Ticket (5 return journeys a week for both zones) (Up to July)
- Termly Spring Regular Return Daily Ticket (5 return journeys a week for both zones) (Up to Easter 4/4/25)
- Daily Single and Return Tickets (for daily ad hoc tickets)

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.

		Staffordshire (Biddulph) Zone 1 Return Daily	Congleton (Mossley onwards) Zone 2 Return Daily
Annual (Jan to July) One off Card Payment	On purchase (£20 discount for this method)	£460	£436
Annual (Jan to July) Monthly DD Payment (24 weeks)	Total	£480	£456
Annual – Deposit amount for DD	On purchase – Initial Depo – Jan 25	£20	£20
<i>Annual Payment Schedule Direct Debit</i>	01/02/25	£76.60	£72.60
	01/03/25	£76.60	£72.60
	01/04/25	£76.60	£72.60
	01/05/25	£76.60	£72.60
	01/06/25	£76.60	£72.60
	01/07/25	£76.60	£72.60

Spring Term (Jan to April) One off Card Payment	On purchase (£20 discount for this method)	£220	£208
Spring Term Monthly DD payment (12 weeks)	Total	£240	£228
Spring Term - Deposit amount	On purchase initial Depo – Jan 25	£20	£20
<i>Spring Term Payment Schedule Direct Debit</i>	01/02/25	£73.30	£69.30
	01/03/25	£73.30	£69.30
	01/04/25	£73.30	£69.30
AD Hoc Single and Return Tickets Option			
<i>Paid daily / for ad hoc reasons - by Card payment only</i>			
Staffordshire (Biddulph) Zone 1 Return Daily	Staffordshire (Biddulph) Zone 1 Single Daily	Congleton (Mossley onwards) Zone 2 Return Daily	Congleton (Mossley onwards) Zone 2 Single Daily
£4.00	£2.80	£3.80	£2.50

**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 23rd December

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

- Pay for a term or annual ticket in a one off payment via card
- Pay the £20 deposit and set up your monthly direct debits for either an Annual or a Spring ticket
- Pay ad hoc singles and returns

The latest date to pay your deposit is 31 December 24.

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. Spring term tickets are about to go on sale from xxx. There is no obligation to buy for the Summer term – however we do recommend the annual pass (taking you from Jan through to July).

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 new process?

Please email buspasses@congletonhigh.com

As we enter into this new contract with Bostocks coaches, our expectations of our students' behaviour on this vehicle each day is as high as it always has been with Ladyline. 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.

Wishing you a restful Christmas break,

Kind regards,

Mrs N Trigg

School Business and Operations Manager