



Holy Family Catholic High School

Virgin's Lane, Thornton, Liverpool L23 4UL.

Tel: 0151 924 6451 Fax: 0151 932 1417

Headteacher: Mr M Symes BA(Hons), NPQH

Dear Parents/Carers,

Thank you for taking the time to read the information below and consider whether the school bus service is suitable for your child for the 2026/2027 academic year.

Before applying, we ask all parents/carers to carefully consider whether the school bus service is the right option for their family, particularly if maintaining regular payments may prove difficult.

New Online Ticket and Payment System

For the 2026/2027 academic year, all school bus tickets will be purchased and managed through our new online transport system, **ShuttleID**.

Further information and ticket purchase links will be provided when tickets are released for each route.

Parents/carers who currently pay for transport by Standing Order should note that Standing Orders will no longer be used for the 2026/2027 academic year.

If all transport payments for the 2025/2026 academic year have been completed, please ensure that you contact your bank to **cancel your Standing Order** to prevent any further payments being made.

Please also note that there will be changes to the **Green, Yellow and Blue routes**, together with the introduction of a **new Orange route** from September 2026. **Please check your route before purchasing a ticket.**

(For routes see <https://holyfamilyhighschool.co.uk/information/transportation>)

Bus Ticket Release Schedule

Bus tickets for the 2026/2027 academic year will be released gradually over the coming weeks.

The first tickets available will be **full-price tickets** for the following routes:

- Blue Route
- Red Route
- Hightown/Formby & Little Crosby Route

Free School Meal transport tickets for all routes will be released at a later date.

Parents/carers who are eligible will receive an email containing a link to purchase these tickets once they become available.

Sibling tickets will be issued by email once the first child's ticket has been purchased. Please email s.bailey@holyfamilyhighschool.co.uk once you have purchased your first child's ticket, with sibling information.

Split tickets for 2 routes or AM/PM only tickets.

These tickets may be available subject to capacity and pupil numbers; until availability is confirmed, we recommend purchasing the route your child will use most often.

School Bus Service – Key Information for Parents

By purchasing a bus pass, you agree to the following terms and conditions:

- A valid bus ticket must be purchased before your child can use the service via **ShuttleID** - our new payment service only.
- Parents/carers are responsible for ensuring all bus payments are made on time.
- Students with outstanding transport fees from a previous academic year will not be allocated a bus place until the debt has been cleared. **If you purchase a ticket with outstanding transport fees the ticket will be voided.**
- Bus passes are for the named student only and will only scan via a QR code once on the morning journey and once on the return journey from school.
- The school reserves the right to move a student to a different route or stop if this is deemed more appropriate or necessary to prevent overcrowding.
- Students are expected to behave appropriately, follow driver instructions, and treat others with respect at all times.
- Students are expected to remain seated during their journey for their own safety. On each bus there is limited standing on the **bottom deck of the bus only**.
- Serious or repeated poor behaviour may result in temporary or permanent withdrawal of transport privileges.
- The school reserves the right to amend routes, pick-up points and timetables where necessary.
- No refunds will be given for occasional non-use, illness, educational visits, early study leave, exams or school holidays.
- CCTV and electronic boarding systems may be used to support safeguarding, safety and service management.
- The school reserves the right to suspend or withdraw access to the bus service where payments are overdue or these terms and conditions are breached.

Full terms and conditions can be found on the [school's website](#).

Thank you for your patience and support as we introduce these changes for the 2026/2027 academic year. We appreciate your cooperation as we move to our new ShuttleID ticketing system and implement the revised bus routes.

Kind regards,

Mrs Sara Bailey
Business Manager