

School Bus Service Terms and Conditions

1. Acceptance of Terms

By purchasing a bus pass and using the school bus service, parents/carers and students agree to comply with these Terms and Conditions.

2. Eligibility & Allocation

- The bus service is available to students enrolled at Holy Family High School & Sixth Form Centre.
- A valid bus ticket must be purchased via ShuttleID and remain active for travel.
- The school reserves the right to refuse or withdraw a bus place where these terms are not complied with.
- To ensure the safe and efficient operation of the service and to avoid overcrowding, the school may reassign a student to an alternative route that is considered closer to their home address, regardless of their preferred route selection.
- The school's decision regarding route allocation is final.

3. Route and Timetable Changes

- The school may amend routes, pick-up/drop-off points and timetables where necessary.
- Whilst every effort will be made to provide advance notice of changes, some alterations may be required at short notice.

4. Payment - ShuttleID

- Bus tickets must be paid for in accordance with the selected payment method.
- Where payment is made by Direct Debit, parents/carers are responsible for ensuring sufficient funds are available.
- Any bank charges or fees arising from failed payments remain the responsibility of the parent/carer.

5. Outstanding Balances

- Students with outstanding bus fees from academic year 2025/2026 will not be issued with a bus pass until:
 - the balance has been paid in full.
- The school reserves the right to suspend or withdraw bus travel where payments are overdue.

6. Use of Bus Passes

- Purchased bus tickets will be a QR code that are issued to an individual student and are non-transferable. The QR code will only scan on one morning journey and one evening journey.
- Students must present their valid QR code pass when requested.
- Lost or damaged printed QR code passes may be subject to a replacement charge.

7. Student Conduct

Students must:

- Follow instructions from the driver and school staff.
- Remain seated whilst the vehicle is moving.
- Wear seatbelts where fitted.
- Treat fellow passengers, drivers and members of the public with respect.
- Refrain from behaviour that could distract the driver or endanger others.

The following are prohibited:

- Vandalism or damage to the vehicle.
- Bullying, abusive language or inappropriate conduct.
- Possession of prohibited items.
- Eating hot food or consuming energy drinks on the bus.

8. CCTV and Monitoring

- CCTV and electronic boarding systems may be used on school transport for safeguarding, safety and service management purposes.
- Data will be processed in accordance with the school's privacy policies and applicable data protection legislation.

9. Service Suspension

The school reserves the right to suspend or permanently withdraw transport privileges where:

- Fees remain unpaid.
- A student breaches the behaviour expectations.
- Continued use of the service presents a health, safety or safeguarding concern.

No refund will be provided for periods of suspension resulting from breaches of these terms.

10. Absence and Non-Use

- Temporary non-use of the service, sickness absence, school trips, early study leave or holidays will not entitle the parent/carer to a refund or reduction in charges.

11. Weather and Emergencies

- The school cannot guarantee the operation of services during severe weather, road closures or circumstances beyond its control.
- Every effort will be made to communicate service disruptions as soon as possible.

12. Liability

- The school accepts no responsibility for loss of, or damage to, personal belongings taken onto the bus.
- Parents/carers remain responsible for ensuring younger students travel safely to and from designated collection points.

13. Cancellation of Bus Place

- Parents/carers wishing to cancel a bus place must notify the school in writing to s.bailey@holyfamilyhighschool.co.uk
- Any notice periods or outstanding charges remain payable in accordance with the payment agreement.

14. Amendments

The school reserves the right to amend these Terms and Conditions at any time. Updated versions will be published on the school website and/or communicated to parents.

Parent/Carer Declaration

I confirm that I have read and understood the School Bus Service Terms and Conditions and agree to comply with them. I understand that transport may be withdrawn for non-payment of fees or serious breaches of behaviour expectations.