



---

## **YELLOW SCHOOL BUS**

### **TERMS AND CONDITIONS**

**(Effective from September 2014)**

This document sets out the administrative terms and conditions relating to travel on the Yellow School Bus services. The terms and conditions vary according to which organisation is responsible for the administration. In general, travel to selective schools is administered by The Consortium of Selective Schools; travel to all other schools is administered by First Essex Buses Ltd.

#### **For Yellow School Bus Services operated through The Consortium of Selective Schools**

- 1, Passes are sold on a termly basis only as cash cannot be taken on the bus. We would not issue refunds except for a special arrangement for Year 13 students' summer term travel. However, school trips, foreign exchange visits, work experience and holidays, etc. would not be eligible for refunds. Any other refund would only be granted in exceptional circumstances, which would be assessed in each individual case.
2. If a student no longer requires a place on the Yellow School Bus, they should let The Consortium of Selective Schools know in writing as soon as possible. The place can then be offered to another student if appropriate.
3. There will be no reduction in cost for Year 11 and 12 students taking examinations during the summer term and finishing school before the end of term. They will still be required to pay for the full term, in order to guarantee their places for the following academic year and to safeguard the viability of the services. If they decide not to pay in full for that term, it will be assumed that their contract to travel has been terminated and they would be deemed to have surrendered their place on the bus. They could then potentially find themselves placed at the bottom of the waiting list for that service.

Year 13 students taking exams in the summer term would also initially need to pay for the full term, but would be eligible for a refund of the remainder of the term, following the return of their pass to The Consortium of Selective Schools. Any refund offered would be calculated from the date of receipt by The Consortium.

4. An annual non-refundable administration fee is payable to The Consortium of Selective Schools, who arrange travel for the Consortium schools. This fee is set by The Consortium and First have no responsibility for this charge.
5. For those students who are unsure whether a place will be required in the autumn term (e.g. place dependent on exam results), full payment for the autumn term is requested, but this will be refunded minus an administration charge providing notification is received and the ticket returned by the end of August. Any refunds will be processed in September.
6. A specific seat will be allocated to each child in order to help us highlight any problems that may occur with bad behaviour. Where we are able to identify the culprit of any misdemeanour, the school and parent/guardian would be advised in the first instance and the parent/guardian would be deemed responsible for any costs arising from this. We would also expect their co-operation in disciplinary matters. If there was repeated bad behaviour from one individual, we may have to consider the withdrawal of the student's pass. No refund would be allowable in this instance.
7. Places can only be offered to foreign exchange students and ad hoc passengers if we have spare seats available on the bus. Such passengers are charged at the prevailing rate per day, even if they are only travelling one way. However, no admin fee is levied on these passes. If a place is required for a foreign exchange/ad hoc student, permission should be sought and payment made directly to First at least one week prior to travel. **The Consortium of Selective Schools is not involved in the allocation of seats to foreign exchange/ad hoc students.**
8. Tickets are sold to individuals and are not transferable. It is not permitted for a sibling to travel using another sibling's pass, even for a short period of time.
9. Routes 508 and 509 follow similar routes along part of their operation. However, they are not interchangeable and students must travel on the service allocated to them.
10. It is vitally important that you contact the Yellow School Bus hotline in the event of your child running late or not attending school (including foreign exchange visits or holidays). **Failure to do so causes severe disruption to the service.**

The hotline number is **07921 490990**. PLEASE DO NOT CONTACT THIS NUMBER IN THE EARLY MORNING OR MID/LATE AFTERNOON UNLESS YOU NEED TO CONTACT US URGENTLY (e.g. to let us know that your child will not be travelling that day). General queries can be made to this number outside of these times.

11. As the Safety First and Contact forms are part of the contract between First and the parent/guardian/student, they must be completed and returned to First prior to the beginning of each academic year (i.e. September) or, in the case of a student who commences travel after the start of the academic year, within a week of the commencement of travel.
12. A texting service is used to contact parents/guardians if the bus is not operating or is delayed. It is therefore important to provide a mobile phone number on the Contact form if at all possible. **ONLY ONE TEXT MESSAGE WILL BE SENT PER CHILD** but a second number can be accommodated at an additional cost of £5 per year. You should note that all details are held in confidence in accordance with the Data Protection Act 1998.

7 May 2014