

The response to students who fail to observe this policy

First Essex Buses and the schools/colleges will investigate all instances of unacceptable behaviour and will take appropriate disciplinary action. Such action could include:

- Official warning
- Detention
- Exclusion
- Banning from the bus for an appropriate period of time
- Payment for any damage caused

Parents/guardians should be aware that we are increasingly using CCTV systems on our buses as a means of providing supportive evidence when necessary. Criminal damage or behaviour will be reported to the Police. Such issues will be treated seriously. Unacceptable behaviour through thoughtless or selfish action, which brings the school's/college's name into disrepute, will not be tolerated.

Parents/guardians are advised that if their child is excluded from using the bus service for any period of time, by either First Essex Buses or by the Headteacher of the school/college concerned, they are not entitled to any refund in respect of their child's bus pass.

Customer Feedback

In the event of a problem on a journey, the passenger should attempt to resolve the situation with the driver before leaving the bus. If the passenger is unable to resolve the problem with the driver, or wishes to raise an issue subsequently, please contact **First Customer Service**:

FIRST
7B DAVEY HOUSE,
CASTLE MEADOW
NORWICH
NR1 3DE
E: firstsouthuk@firstgroup.com
T: **03456 020 121**

The company will use its best endeavors to operate punctually to the advertised timetable. However, passengers are reminded that, under the company's conditions of carriage, the company gives notice that it will not be liable or accountable for any loss, damage, hurt, inconvenience or injury arising from the failure of its services to start or arrive at the advertised time or place or at all, and will not be liable for any consequential loss.

POINTS OF CONTACT:

YELLOW SCHOOL BUS SERVICE –

To notify of student absence/delay please contact the YSB Hotline: **07921 490 990**

COLCHESTER SIXTH FORM COLLEGE –

For ticket enquiries, replacement bus passes etc. please contact/visit **Sixth Form College General Office**.

CONSORTIUM OF SELECTIVE SCHOOLS IN ESSEX (CSSE) -

For all ticket enquiries, replacement bus passes etc. please contact Transport Officer:

Consortium of Selective Schools in Essex

PO Box 3087

Chelmsford

Essex

CM1 3SY

T: **01245 281 194**

E: transport@csse.org.uk

ESSEX COUNTY COUNCIL [First Term Student Bus Pass] –

For all enquiries regarding bus routes, timetables, ticket amendments, change of address etc.:

Please contact Education Transport Awards Team –

T: **03456 032 200**

E: educationawards@essex.gov.uk

W: www.essex.gov.uk

LOST PROPERTY:

Please contact **Chelmsford Travel Shop: 01245 263 859**
[8 Dukes Walk, Chelmsford, CM1 1GZ]

Please contact **Colchester Travel Shop: 01206 363 840**

[26 St Botolphs Street, Colchester, CO2 7EA]

OPENING HOURS: Monday – FRIDAY [09:00 – 17:00]

Saturday [09:00 – 13:00]

Sunday [CLOSED]

FOR ALL SCHOOL/COLLEGE TICKET ENQUIRES please contact
Scholars Administrator:

First

Westway

Chelmsford

CM1 3AR

T: **01245 293 402**

E: emily.phillips@firstgroup.com

W: www.firstgroup.com/essex

First Essex Buses Ltd



CODE OF CONDUCT

FOR SCHOOL/COLLEGE TRANSPORT



WELCOME TO FIRST ESSEX BUSES

With nearly 100 bus routes across the county, we are here to help you get from one place to another.

At First we are dedicated to providing a quality, reliable and safe local bus service to our customers.

Whilst travelling on FIRST ESSEX BUSES - each student has a personal responsibility for his or her own care during every journey.

The role of parents/guardians is important too, and following these simple rules will assist with keeping individuals, fellow passengers, onboard staff and other road users as safe as possible.

