

Terms and Conditions for Coach Service  
at North Bridge House  
2018/2019

Booking

- 1. An online form must be submitted by 13<sup>th</sup> July. Any form submitted after this date will not be process until after 1<sup>st</sup> October, all bookings are subject to availability.**
2. A separate form must be submitted for each student who wishes to use the service.
3. No changes or alterations to an existing booking can be processed after 1<sup>st</sup> August. Any late requests will be processed after 1<sup>st</sup> October.
4. All places are allocated on a first come, first served basis. However, the Transport Co-ordinator has the authority to alter coach allocations due to operational reasons.
5. Completion of the online form registers the user for a full academic year's usage.
6. Within **48 hours** of submission, you will receive an email confirmation of receipt, to the e-mail address provided in the registration form (please check your spam folder, should one not appear in your main inbox). If you do not receive a confirmation email, please contact Colette Jones the Transport Co-ordinator on 020 7267 6266 opt 3. **THIS IS NOT CONFIRMATION OF A PLACE BUT RECEIPT OF FORM ONLY.**
7. Confirmation of a coach place will be distributed prior to the start of term.
8. Parents must notify the Transport Co-ordinator (in writing or by email) if they wish to withdraw from the service. Notification of withdrawal must be served before the last week of term, or a full term's charge will be levied in relation to the next term's coach fees.
9. Parents will be billed termly. Fees for the Autumn term will be invoiced at the end of that term and in advance for the Spring and Summer term. There will be no reduction for pro-rata usage.
- 10. A new online form MUST be completed before the end of each academic year (in the summer term) if a student wishes to continue using the service in the following Autumn term.** If a new form is not submitted it will be assumed that the service is not required and your child will not be allocated a place on the coach.
11. For operational reasons, North Bridge House reserves the right to amend the published routes at any time. Any changes you would like to make to the routes need to be discussed and approved by the school in discussion with the coach company
12. It is agreed that any important medical information will be passed on to the chaperones to ensure the safety of the students

Safety & Conduct

- 1. Children under the age of four will not be permitted to use the service unless they are accompanied by an older sibling.** Requests will be determined on a case by case basis.
2. If your child is in Year 6 or above and they are allowed to walk home unaccompanied from the coach, parents must provide to the Transport Co-ordinator (in writing or by email) written permission.
3. The chaperones will report any non-compliance to the Transport Co-ordinator and this may result in exclusion from the service.

4. By agreeing to these Terms & Conditions, you and your child agree to abide by our Transport Code of Conduct and the relevant Transport Contracts (copies of these documents can be found on our website). Please, ensure your child is aware of the behaviour which North Bridge House expects of all its students using the coach.
5. A good standard of behaviour is essential to ensure the coach service runs smoothly and safely.
6. Please note chaperones are present on all coaches to ensure the safety of our pupils. The chaperones cannot be responsible for monitoring the use of technology.

#### Fares

1. The fare quoted is per term and are categorised as either a 'single' or a 'return' fare.
2. Students can register for either a morning coach, afternoon coach or a return journey.
3. If a student is registered for a return journey this must be using the same coach route unless otherwise discussed and agreed by the school.

**Single Fare: £260 per term**

**Return Fare: £460 per term**

#### Late Coach

1. Our 'Late Coach' service has been specifically designed to assist in the transportation of pupils who take part in extra-curricular activities.
2. Any student registered to use a paid afternoon coach service is entitled to use the 'Late Coach' at no additional cost.
3. The 'Late Coach' route is available on our website.
4. The 'Late Coach' will depart from Gloucester Avenue at 5:15pm Monday-Thursday while clubs are running.
5. Please, contact the transport coordinator at the beginning of each term if you would like to use the service on a reoccurring basis. You may book a seat on the late coach up to 12pm on the day of travel. All bookings are subject to availability.

#### Play Dates

1. **Each user is entitled to 5 free 'Play Date' vouchers per term.**
2. Additional 'Play Date' vouchers may be purchased at £5 per child per journey. The additional charge will be added to your termly invoice.
3. **'Play Dates' must be booked by contacting the Transport Co-ordinator. If the Transport Co-ordinator has not been informed of a play date the child will not be allowed to travel until we receive parental consent & if we are unable to contact a parent they will not be allowed to board the coach and will remain at the school for collection.**
4. 3 days notice of a 'Play Date' is required in order to confirm availability on the coach.
5. The 'Play Date' passenger must obtain a 'Play Date' pass from reception on the day of travel.
6. The Transport Co-ordinator reserves the right to refuse 'Play Date' travel due to a lack of availability.
7. **No 'Play Date' vouchers will be issued during the first 3 weeks of the Autumn term in order for us to finalise coach capacity.**