



## North Bridge House Shuttle Service: Terms and Conditions 2019/2020

### BOOKING

- 1. An online form must be submitted by 7th July. Any form submitted after this date will not be processed until after 2nd September 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 5th August. Any late requests will be processed after 2nd September.
4. Places are allocated according to priority. First to those with siblings at the different North Bridge House sites, those who live within a 5 min walk of the stop, those who live a 5 to 10 min walk of the site and lastly those with siblings at other schools close to the stop. Only once all of the above applicants have received a place will the shuttle be open to other passengers. These places will be allocated by ballot. If you do not receive a place on the shuttle you will be placed on a waiting list.
5. Completion of the online form registers the user for a full academic year's usage. Students can be booked as 'morning only', 'afternoon only' or 'return' passengers.
6. It is agreed that any important medical information will be passed on to the chaperones to ensure the safety of the students
7. 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 Lorna Murphy the Transport Co-ordinator on 020 7267 6266 opt 3. **THIS IS NOT CONFIRMATION OF A PLACE BUT RECEIPT OF FORM ONLY.**
8. Confirmation of a coach place will be distributed prior to the start of term.
9. 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 as soon as possible, in order that the place can be allocated to a student on the waiting list.
- 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.

### SAFETY & CONDUCT

- 1. Children must be in Reception or above to use the shuttle service.**
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. A good standard of behaviour is essential to ensure the coach service runs smoothly and safely. 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, make sure your child is aware of the behaviour expected of them on North Bridge House coaches.

4. The chaperones will report any non-compliance to the Transport Co-ordinator, and this may result in exclusion from the service.
5. 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.

#### **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 register to use an afternoon shuttle service may use the 'Late Coach' service at an additional £5 per trip charge. This will be added to your termly invoice.
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.**
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.**