



# **The Bishops' Blue Coat C of E High School – Terms and Conditions of Travel on School Transport**

Use of The Bishops' Blue Coat C of E High School transport and the purchase of any coach pass or ticket constitutes full and unconditional acceptance of these Terms and Conditions. All students must read and accept these conditions before purchasing a pass or travelling on any Bishops' vehicle.

## 1. Passenger Rules

1. Bishops' transport is available only to current Bishops' students.
2. Students must scan a valid ShuttleID bus pass / ticket when boarding.
3. All passengers must always comply with the school's expectation for good behaviour in accordance with the school's behaviour policy and the code of conduct quoted in paragraph 5 below.
4. Poor behaviour may result in disciplinary action and withdrawal of transport rights.
5. Students who are suspended, excluded, or who leave the school immediately lose the right to use school transport and their pass /ticket will be void.
6. If a student is refused travel or asked to leave a vehicle, they must make their own alternative travel arrangements.
7. Any student who causes damage to a vehicle will be charged the full repair cost, may face disciplinary action, and may lose transport privileges.

## 2. The Service

1. The Bishops' Blue Coat C of E High School accepts no responsibility for delays or route changes caused by circumstances outside its control (e.g., accidents, congestion, severe weather).
2. The school may vary routes, pick-up points, or times for operational or safety reasons.
3. Service updates are issued via email and/or SMS.
4. In the event of a vehicle breakdown, a replacement vehicle will be provided by the transport provider. The school will update all students on the affected route via SMS message where possible.

### 3. Passes and Tickets

1. A valid annual pass or weekly / daily ticket, purchased through ShuttleID, for the current academic year is required for travel. The pass or ticket must be purchased from the Transport page of the school website, however the initial deposit must be purchased via ShuttleID using the payment link provided in the introductory email via SchoolComms.
2. After purchase, the payer receives a QR code which must be scanned by the student on boarding. A printed copy is recommended for use in situations where the mobile device is not accessible (e.g. flat battery).
3. For annual passes paid by direct debit (deposit plus 9 instalments):
  - The first payment is taken at the time of purchase.
  - Further payments are taken on the 1st working day of each month from 1 October to 1 June.
  - It is not possible to change the charge date.
  - It is the payer's responsibility to ensure funds are available in their bank at the time of processing. Failed payments will result in cancellation of the pass.
4. Students must present a valid ticket when boarding. Failure to do so may result in refusal of travel.
5. Students are responsible for the safe keeping of their ticket. Screenshots are permitted if the QR code remains scannable.
6. Tickets purchased through ShuttleID are unique to individuals. Sharing or misuse will result in disciplinary action and withdrawal of transport rights.
7. The use of fraudulent tickets will result in disciplinary action and loss of travel rights.

8. Travelling without a valid ticket and paying later is not permitted. Students unable to purchase or present a ticket must contact [Finance@bishopschester.co.uk](mailto:Finance@bishopschester.co.uk) in advance of travel.

9. Ticket checks may be carried out. Students travelling without a valid ticket may face disciplinary action and loss of transport rights.

#### **4. Refunds Policy**

1. Refunds will not be provided for unused journeys except in exceptional circumstances as agreed by the school.
2. Where a student chooses to use alternative methods of transport, this shall not entitle the student to a refund or reimbursement for any unused journeys. The annual pass will remain valid for the rest of the academic year and may continue to be used on occasions when the alternative transport is unavailable.
3. For annual passes paid in full, pro-rata refunds may be issued only if a student formally withdraws from school. Refunds apply only to full remaining terms (Autumn, Spring, Summer).
4. For annual passes paid by direct debit, it is the user's responsibility to cancel future payments with their bank in cases where the bus pass is no longer required. Payments already made are non-refundable except in exceptional circumstances as agreed by the school. Any approved refund will be reduced by applicable fees and administration costs. Once the direct debit is cancelled with the bank, the bus pass will be void.

## 5. General Rules and Behaviour Policy / Code of Conduct

To ensure safety and a positive travel environment, all passengers must follow these rules:

- i. Bullying or harassment will not be tolerated; students may be removed from transport pending investigation.
- ii. Wilful damage or interference to the vehicle or with safety equipment is forbidden and will result in disciplinary action including the loss of travel rights and possible charges for any costs incurred.
- iii. Students must remain seated and wear seatbelts where provided.
- iv. Arrive at the bus stop at least 5 minutes before departure.
- v. Keep the vehicle clean and take all litter with you.
- vi. Do not distract the driver while the vehicle is moving.
- vii. Music must only be played through personal headphones.
- viii. The use of aerosols of any kind is strictly prohibited. This includes (but is not limited to) deodorant sprays, body sprays, perfume / aftershave.
- ix. Smoking, vaping, or use of naked flames is prohibited. Any student found to be smoking or vaping will face the school disciplinary system and may lose their right to use school transport.