



ACS  
INTERNATIONAL  
SCHOOL  
HILLINGDON

# BUSING INFORMATION FOR PARENTS 2025/2026



ACS International Schools operates an extensive busing service for families, to transport students safely and efficiently to and from school. We offer a door to door service, a wide range of shuttle buses and a late bus shuttle service. Each of these services is described in more detail below.

## CONTACT INFORMATION

Website link: <https://www.acs-schools.com/hillingdon/admissions/busing/>

### Hillingdon Transport Office:

- Email: [hillingtontransport@acs-schools.com](mailto:hillingtontransport@acs-schools.com)
- Telephone number: 01895 816803.

Vectare Website link: <https://acshillingdon.vectare.co.uk>

Driver telephone number: Will be provided once your child has been registered

Security (6am - 11:30pm): 01895 816807

Unless urgent, please contact the Transport office between 9am and 2pm (outside busing hours). For issues relating to that morning's bus service, please initially contact the driver.

## ACS BUSING SYSTEM

ACS are partnered with **Vectare**, the UK's leading provider of school transport related software. As described below, the website and App can be used to register for busing services and to make changes to requirements. For details on how to access and use the Vectare Website and App, please see [Guide to using the Vectare Website and App](#).

The Website and App also enables parents to:

- Check their child's bus schedule.
- See the location of their child's bus on a map when the bus is running.
- Notify the Transport Coordinator when their child will not be taking the bus.
- Receive busing notifications from the school (e.g. a bus delay).

Please contact your Transport Coordinator if you have any questions.

## DOOR TO DOOR BUS SERVICE

This is a premium service, collecting students from their house in the morning and returning them home after school. Subject to availability, the service is available to any family living within the Zone 1–3 shaded areas on the busing map for your school.

This map can be found on the [Vectare website](#). This service can only be booked for a full semester (or for the rest of the semester for new starters).

**To express an interest in registering for Door to Door busing** or to see details of fees, please use the [Vectare website](#) or App. Once you have registered an interest you will be contacted by your Transport Coordinator who will provide you with estimated pick-up and drop off times and finalise the registration. The bus will stop at a number of houses on the way to and from school and consequently may take longer than an equivalent shuttle service.

If there is no availability, the Transport Coordinator will put you on a waiting list and inform you as soon as there is availability. If your designated bus is unable to access your address in a safe and efficient manner, the ACS Transport Coordinator will identify a safe collection point for your child(ren). Even if this is a short walk from your address, this will remain a door to door service.

**To make a permanent change to a child's Door to Door route** please make a request using the [Website](#) or App. The Transport Coordinator will then contact you. Any price adjustment (where the zone has changed) will then be made by School Fees.

## SHUTTLE SERVICE

ACS Hillingdon runs a number of shuttle buses to and from school. With the exception of the Late Bus (see below), the shuttle service can only be booked for a full semester (or for the rest of the semester for new starters). Each route has pre-set stops and a morning and afternoon timetable.

**The afternoon buses leave at 3:40pm (except on Wednesday which is at 2:45pm).**

**To register for a Shuttle service** or to see details of fees, please use the [Vectare website](#) or App. However, if you have any questions or concerns, please don't hesitate to contact your Transport Coordinator.

**To make a permanent change to a child's shuttle route (excluding the Late Bus)** please make the change on the [Website](#) or App. Any price adjustment (e.g. where the zone has changed) will then be made by School Fees.

## LATE BUS SHUTTLE SERVICE

We operate late buses to help students engaged in after school and sports activities. The service takes students to transport hubs such as train & bus stations and landmarks.

### PM Bus Users

The Late Bus may be used without charge by children registered for the PM Bus (Door to Door or Shuttle). The parents of these children may switch their child's booking from a PM bus to the Late Bus using the [Vectare website](#) or App. Switching may be done in advance for any day in the academic year. Note: The Late Bus is not available on every school day in the year.

### Non-PM Bus Users

Use of the Late Bus by other children is charged on a daily basis. Parents may book and pay for the Late Bus in advance for any day in the academic year. The system has no functionality for parents to cancel a booking or receive a refund. However, a parent may move a booking to a later date. To allow space to defer a booking, parents are advised not to book all the days they require for the whole academic year. Note: The service is not available on every school day in the year.

**The late buses leave at 5pm and 6pm and run Monday to Thursday.**

To register for a Late Bus or to see details of daily fees, please use the [Vectare website](#) or App.

## LATE BUSES - MAKING CHANGES ON THE DAY OF TRAVEL

### Before 11AM

- Non-PM Bus Users are asked to book by 11am on the day of travel.
- Similarly, PM Bus Users are asked to switch to the Late Bus by 11am.

### At 11 AM

- To manage costs, Transport Coordinators will contact the operator and cancel (for that day) any Late Bus with no children booked.

### Between 11AM and 4:30PM

If a Late Bus has not been cancelled:

- Non-PM Bus Users may still book their child onto the bus.
- Non-PM Bus Users may still remove their child from Late Busing by moving the booking to a later date. The system has no functionality to provide a refund. Note: A Non-PM Bus User may never switch to a PM Bus.
- PM Bus Users may switch from the PM Bus to the Late Bus until the PM bus leaves. After that it still may be possible to book onto the Late Bus (subject to timing and space) by contacting the Transport Coordinator. If the change can be made, there will be no charge for doing so.

### At 4:30PM

- All Late Buses for that day become unavailable for booking.
- Any Non-PM User's child booked in the system on a Late Bus at 4:30pm will be charged, even if they "no show" and/or have communicated their intent not to travel by a different method (eg email).

# OTHER INFORMATION

**Lower School students are escorted to the PM and Late Buses.**

**Upper School students are responsible for boarding their buses on time.**

We provide busing on a “subject to availability” basis at ACS’s absolute discretion.

Fees (other than for the Late Bus) are charged per semester and are payable in advance, on receipt of our invoice.

Once your child(ren) has been registered for busing you will receive an email from the Transport Coordinator informing you of:

- Route number, operator name and contact telephone number,
- Driver and ACS Transport Coordinator contact details,
- Route pick-up and drop off times.

## AGE RESTRICTIONS FOR USING THE BUSING SERVICE

Students may use shuttle and late bus services from Grade 1 and the door to door service from Pre-K. Students below Grade 5 on an afternoon or late bus, must be met from the bus by a parent or nominated responsible adult. The only exception to this is if:

- The student below Grade 5 is travelling with a sibling in Grade 9 or above AND
- The school has received an email from a parent/guardian authorising the younger student to leave the bus under the supervision of the older sibling.

If a student below Grade 5 is not met, they will be returned to school where they will be supervised until collected by the parent. If this happens there will be a £100 administration fee, to contribute to ACS’s additional busing and staffing costs. This will be charged using ParentPay. If this happens twice in an academic year, a formal review will take place looking at options, including withdrawing the busing service for the rest of the academic year. In this circumstance no refund will be provided.

## PLAY DATES

Subject to the criteria specified below, a child may travel home with another child on a different bus:

- Play dates are designed to allow a child using the PM busing service to have a friend travel home with them. It is expected to be used occasionally or intermittently to support children’s friendships, and not to support getting children home from school.
- Play dates must be booked prior to the date of travel. Requests made on the day of travel will not be accepted.
- All play dates are subject to seat availability and are at the discretion of the Transport Coordinator.
- Both children must leave the bus at the same stop.
- To arrange a play date, please could the parents of the child who has been invited on a play date (the child changing their route home) email their Transport Coordinator.

# OTHER INFORMATION

## MAKING TEMPORARY CHANGES TO YOUR BUSING ARRANGEMENTS

If you do not wish your child to use the bus (e.g. they are not attending school that day or are travelling by car), please do the following (for both Door to Door and Shuttle users):

### For bus journeys to school

- Register the child as “not travelling” using the [Vectare Busing Website](#) or App.
- If your child is unwell and not attending school, please also inform the Divisional Office Manager by email.

### For journeys home from school (excluding the Late Bus)

- Register the child as “not travelling” using the [Vectare Busing Website](#) or App.
- For Lower School Students inform the Lower School Secretaries by email.

## OTHER INFORMATION

- Transport Coordinators will communicate the busing schedule to parents at the start of the academic year.
- We have a small number of faculty members who use the shuttle buses. Students will always get priority over ACS staff.
- ACS provides busing to support its families and does not make any profit from running a busing service.
- We aim to keep journeys to school within one hour, however there may be occasions, due to circumstances beyond our control, where this is not possible. We schedule our bus routes to arrive at school between 8:00am and 8:20am.

## BUS DISCIPLINE

Misbehaviour on the bus is a threat to safety and will be reported to ACS by the driver. Depending on the severity of the incident, misbehaviour may result in the student not being allowed to use the bus (either temporarily or permanently). In such situations, no refund will be provided. More serious misbehaviour could lead to a suspension from school or permanent exclusion. When using the bus, students are required to:

1. Use seat belts at all times **(this is a legal requirement)**.
2. Not to change seats during the trip even when the bus is stationary.
3. Show respect for the bus, the driver, other passengers and their belongings.
4. Help to maintain a low level of noise and only play music through headphones.
5. Ensure no other passengers are subjected to inappropriate language or images.
6. Not take photos of the driver or other passengers.
7. Be responsible for your own belongings.
8. Help to keep the school bus clean.
9. Ride to and from school on the assigned school bus.
10. Not to consume any food or drink including gum on the bus.

## CCTV CAMERAS

All buses are installed with a CCTV Camera which we consider to be an important step in ensuring the wellbeing of our students when travelling to and from school.

The CCTV footage is securely stored and is not accessible by the bus driver. It will only be reviewed following approval by ACS senior management.

## BUS OPERATORS

ACS contracts with a number of busing operators to deliver its service. To ensure the highest of standards for our busing operation, ACS ensures:

- Each operator complies with all legislation and statutory regulations including valid Public Services Operators Licences, and all Department of Transport guidelines.
- Each bus driver has been checked from a safeguarding perspective to the same standard required for our teachers.
- Each bus driver has completed a wide range of training including child protection and safeguarding, ACS code of conduct, cybersecurity, health & safety and first aid.

# APPENDIX A

## SUNDRY INFORMATION

### Campus information

- Close to junctions 15 and 16 of the M25.
- Postcode UB10 0BE.
- Heathrow and Gatwick airports are about 15 and 55 minutes away, respectively.

### Bus operation information

Currently 5 operators deliver 35 bus routes, with bus sizes ranging from 8-53 seats.

## INFORMATION FOR PARENTS DRIVING TO SCHOOL

### Vehicle Stickers

- To drive onto campus, parents must display a valid car sticker.
- These stickers, which must be renewed annually, can be requested on-line by completing the Family Campus Car Pass form found on our PowerSchool Parent Portal, in the Forms section.
- The sticker will be distributed by the school and must be displayed in the top righthand corner of the front windscreen.

### Driving to School

Parents/guardians are very welcome to drive their children to school. We operate a rolling drop off and pick up system. Parking is available for parents/guardians of Lower School children who wish to walk their children into school.

### Students Driving to School

Students in Grade 12 can apply to drive to school, if they have passed their driving test, abide by all legal requirements for new drivers and have submitted all paperwork, including a driving to school request form, to the High School office.

They will also require a vehicle sticker displayed prior to being allowed access onto Campus. This permission is at our discretion and can be withdrawn at any time.

### Other Methods of Transport

Students may also walk, cycle or push scooter to school.