

# Terms & Conditions

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1. This agreement is made between all school bus passengers, their parents and Whites Coaches in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for pupils' journeys to and from school are the responsibility of their parents. To assist with discharging this responsibility, Whites Coaches provides a school bus service. Parents are responsible for their children at all times including both prior to and after boarding and alighting.
3. Transport on the School bus service must be arranged in advance and is paid for through the online booking system. The booking options are for either 5 mornings or 5 afternoons or a return service, subject to availability. The service is available on an ad-hoc basis, but this is subject to demand once term starts.
4. Bookings are non-refundable in the event of a pupil failing to travel.
5. Bookings are to be made via [gillotts.vectare.co.uk](http://gillotts.vectare.co.uk).
6. Each pupil for whom an online form has been submitted will be added to a bus list detailing the service they travel on, their bus stop and what travel has been paid for. Their name will appear on a list which will be checked by the driver.
7. It will be the parent's responsibility to inform the school via the Contact Us form on the website if they no longer wish for their child to use the School bus service. A full term's notice (Autumn, Spring or Summer, not two half terms during the course of the year, in line with the terms of the school) that must be given by a parent prior to the removal of a pupil from the School bus service.
8. No pupil is permitted to travel on the school bus service if not pre-booked for that bus. Other arrangements for journeys to and from school must be made by the pupil or their parents. Pupils must travel to and from Gillott's School in full school uniform or full school tracksuit.
9. Pupils should be at the bus stop 5 minutes before the scheduled time of departure to ensure they do not miss the bus. Drivers will not wait past the scheduled departure time.
10. Good conduct is required at all times. Shouting, use of inappropriate language, dropping litter, playing loud music or any other misbehaviour is strictly forbidden, as is eating on the bus. Pupils must ensure that any online activity will not cause distress to others.
11. Except when embarking or disembarking, all passengers must remain seated with their seat belts fastened correctly.
12. Except when embarking or disembarking, or when asked to move to a different seat in accordance with condition 11, all passengers must remain seated with their seatbelts fastened correctly.
13. Pupils who travel on the School Bus Service without permission from Whites Coaches (i.e. without having prebooked) will have a standard fare of £20 added to the school account.
14. Whilst on a school bus, all passengers must accept the authority of a member of staff or driver, who may ask them to obey any reasonable instruction such as pick up litter, cease from certain actions or to move to a different seat.
15. Failure to comply with these conditions may result in the matter being referred to the pupil's class teacher or Head of Year and may result in disciplinary action, including temporary or permanent withdrawal of permission to use the School bus service.
16. Whites Coaches aims for 95% of journeys to operate within the transport industry window of tolerance of one minute early to five minutes late, however timings may vary due to traffic conditions or unforeseen circumstances.