Terms & Conditions

1. This agreement is made between all Joint Bus Service passengers, their parents and Abingdon School and St Helen and Katharine in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for students' journeys to and from the schools are the responsibility of their parent(s) or guardian(s). To assist with managing this responsibility, the schools use the Joint Bus Service (JBS).
3. The JBS is a collaboration between Abingdon School and St Helen and St Katharine and is managed on their behalf by a company called Vectare. A small number of students from The Manor Preparatory School and The Unicorn School also use the JBS.
4. Parents are responsible for their child prior to boarding the JBS in the morning and after alighting the JBS in the evening. The schools are responsible for seeking to ensure that students are conveyed safely and efficiently.
5. Travel on the JBS must be arranged in advance online via jbs.vectare.co.uk and paid through the school's termly bill. Travel is subject to seat availability.
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 the travel that will be added to the school bill. Their name will appear on a list which will be checked by the driver, and be scanned using swipe cards, on Boarding and Alighting the school bus.
7. If a parent no longer wishes for their child to use the JBS they should give notice via the 'Contact Us' form on jbs.vectare.co.uk. One full term's notice (as defined in the school's parent contract) must be given otherwise a term's JBS fees in lieu of a full term's notice will be charged.
8. Any change in JBS prices will be notified with at least a full term's notice. Any changes are usually notified at Easter to take effect the following September.
9. Each passenger will be added to a bus list detailing the route they travel, their bus stop and what travel has been paid for. Their name will appear on a list which can be checked by the driver.
10. Users of the JBS are generally required to 'tap on/ tap off' the bus using a system provided by the JBS such as a 'contactless' ID card or QR code.
11. If you wish for your child to use the JBS on an ad-hoc basis, or to vary the details of their bus travel as a one-off, this should be done via jbs.vectare.co.uk. A charge is levied per single journey for individual trips depending on location.
12. Bookings on the JBS are non-refundable in the event of a student failing to travel.
13. No student is permitted to travel on the JBS if not pre-booked for that route. Students who travel on the JBS without pre-booking online will have a standard fare of £20 added to their account for each trip taken.
14. Students must travel on the JBS in full school uniform or school sportswear (except on approved non-uniform days).
15. Students should be at the bus stop five minutes before the scheduled time of departure to ensure they do not miss the service
16. Except when embarking or disembarking, all passengers must remain seated with their seat belts fastened correctly.
17. Good conduct is required at all times. Shouting, use of foul language, dropping litter, playing music, or any other misbehaviour is strictly forbidden.
18. All JBS passengers must accept, without question, the authority of a member of staff, transport company official or bus monitor who may give any reasonable instruction such as to pick up litter, desist from certain actions or to move to a different seat.
19. The JBS 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. Drivers will not wait past the scheduled departure time.
20. Failure to comply with any of these conditions may result in disciplinary action, including temporary or permanent withdrawal of permission to use the JBS.