

Terms & Conditions

1. This agreement is made between all school bus passengers, their parents and King's Ely in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for pupils' journeys to and from the school are the responsibility of their parents. To assist with discharging this responsibility, King's Ely provides a transport service.
3. Transport on the school bus service must be arranged in advance. If you wish to use the school bus service on an ad hoc basis, or to vary the details of their bus travel as a one-off, you should book travel via the website prior to travel. Payment for the service is made online at the time of booking and your child's name will automatically be added to the register. Payment for the Michaelmas term must be made in full before the Michaelmas half term. Bookings are to be made online via kingsely.vectare.co.uk
4. Bookings on the school bus service are nonrefundable in the event of a pupil failing to travel.
5. It will be the parents' responsibility to inform the school via the 'Contact Us' form on the website if they no longer wish to use the school bus service. A 1-month notice must be given by a parent prior to the removal of a pupil from the school bus Service (apart from an adhoc journey). If an ad hoc journey is cancelled with more than 24 hours' notice the booking can be transferred to another journey. The cancellation can be made on the system but parents need to contact Vectare to apply the booking to a future date.
6. 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 them or their parents. Pupils must travel to and from King's Ely in full school uniform or a full school PE kit (except on approved non-uniform days).
7. Pupils should be at the bus stop five minutes before the scheduled time of departure to ensure they don't miss the service. In the evening, parents should be at the bus stop five minutes before the estimated time of arrival to collect a passenger.
8. Good conduct is required at all times. Bullying, shouting, use of foul language, dropping litter, eating, playing music, or any other misbehaviour is strictly forbidden.
9. Except when embarking or disembarking, all passengers must remain seated with their seatbelts fastened correctly.
10. Whilst on a school bus, all passengers must accept without question the authority of a transport company official or school member or staff who may ask them to obey any reasonable instruction such as to pick up litter, desist from certain actions or to move to a different seat.
11. Failure to comply with these conditions may result in disciplinary action, including temporary or permanent withdrawal of permission to use the school bus service.
12. King's Ely 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. For morning runs, drivers will not wait past the scheduled departure time. This will not apply to the afternoon journeys due to having estimated journey times that will change on a daily basis.
13. Transport fees are charged on a termly basis, with spaces allocated to each pupil for the full term. As a result, no refunds or reductions will be provided for absences, including but not limited to sports fixtures, work experience, or illness.