

TERMS & CONDITIONS OF CARRIAGE

1. This agreement is made between all school bus passengers, their parents and Newcastle High School for Girls 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, Newcastle High School for Girls provides a School Bus Service. Parents are responsible for their daughter at all times including both prior to boarding and after alighting.
3. Transport on the School Bus Service must be arranged in advance and paid for online via the booking app. If you wish for your daughter to use the School Bus Service on an ad hoc basis, or to vary the details of her bus travel as a one-off, you should book travel via the booking app prior to travel. A charge of £2.00, £4.75, £5.30, £5.90 or £6.75 per single journey is levied for individual trips depending on location.
4. Bookings on the School Bus Service are non-refundable in the event of a pupil failing to travel without giving notice in accordance with clause 7. Regular travel must be booked for at least a full academic term (and may be booked for the whole academic year), and the pattern of travel must be consistent from week to week. This is not the case for ad-hoc bookings which can be made on a flexible basis.
5. Bookings are to be made via newcastlehigh.vectare.co.uk.
6. Each pupil for whom an online booking 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 chaperone before departure from school as a critical control measure for the operation of our services.
7. It will be the parent's responsibility to inform the School via the booking app or, in exceptional circumstances, by telephone, if they no longer wish for their child to use the School Bus Service – and for their name to be taken off the bus list for a particular journey. Journeys cancelled by the parent with at least one week's notice will be eligible for a refund of the aggregate value of the journeys cancelled in that instance, minus an administration charge of £10.00. Journeys cancelled by the parent with an aggregate value of less than £10.00 for that cancellation instance will not be eligible for a refund. Journeys cancelled by the parent with less than one week's notice will not be eligible for a refund. Journeys cancelled by the school or owing to late changes to the school's clubs programme will be reimbursed by the school in full.
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 her parents.
9. Pupils must travel to and from Newcastle High School for Girls in full school uniform or full school PE kit on days when they are authorised by the school to attend in PE kit.
10. Pupils should be at the bus stop 5 minutes before the scheduled time of departure, to ensure they do not miss the service. The bus will not wait for late arrivals.
11. Good conduct is required at all times whilst using the school bus services. Shouting, use of inappropriate language, dropping litter, playing loud music, eating or chewing gum or any other misbehaviour whilst waiting for or travelling on school bus services is strictly forbidden.
12. Except when embarking or disembarking, all passengers must remain seated with their seat belts fastened correctly.
13. Whilst on a School Bus, all passengers must accept, without question, the authority of a Newcastle High School for Girls member of staff, transport company official or chaperone, 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.
14. 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.
15. Newcastle High School for Girls 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.
16. Pupils must be in Nursery or above to travel on the School Bus Service.