

Terms & Conditions

1. This agreement is made between all those who travel on the School Coach Service, their parents and New Hall School in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for students' journeys to and from school are the responsibility of their parents. To assist with discharging this responsibility, New Hall School provides a School Coach Service.
3. Transport on the School Coach Service must be arranged in advance and paid for via online booking system.
4. Bookings on the School Coach Service are non-refundable in the event of a student failing to travel.
5. Bookings are to be made online via the online booking system at newhall.vectare.co.uk.
6. Each student for whom an online booking has been made will be added to a passenger manifest detailing the service they travel on, their coach stop and what travel has been paid for.
7. It is the parents responsibility to inform Vectare, via the Contact Us form on the website, if they no longer wish their child to use the School Coach Service. One full term's notice must be given by a parent prior to the removal of a student from the School Coach Service or a reduction in the number of journeys made per week by a student.
8. If you wish for your child to use the School Coach Service on an ad hoc basis, or to vary the details of their travel as a one-off, you should book travel via the website. A charge is levied based on the zone in which the passenger boards / alights. If a trip is undertaken without prior booking, a fee of £20.00 must be paid.
9. Students must travel to and from New Hall School in full school uniform or a full school tracksuit, unless prescribed otherwise by the school.
10. Students 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 scheduled time of arrival to collect a passenger.
11. Good conduct is required at all times. Bullying, shouting, use of foul language, dropping litter, playing music, or any other misbehaviour is strictly forbidden.
12. Except when embarking or disembarking, or when asked to move to a different seat in accordance with condition 14, all passengers must remain seated with their seatbelts fastened correctly.
13. Whilst on a School Coach, all passengers must accept without question the authority of a member of New Hall School staff, transport company official, or school prefect, who may require 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 disciplinary action, including temporary or permanent withdrawal of permission to use the School Coach Service.
15. New Hall School aims for 95% of journeys to operate within the 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