

## PS COACHES — TERMS AND CONDITIONS OF PRIVATE HIRE

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### 1. General Agreement

This agreement is made between all school bus passengers, their parents, and **PS Coaches**, in order to provide safe, comfortable, and civilised journeys for all passengers.

- Arrangements for pupils' journeys to and from school are the responsibility of their parents. PS Coaches assists by providing a school bus service.
- Parents are responsible for their children at all times, including before boarding and after alighting.
- Transport must be arranged in advance and paid for through the online booking system at **pscoaches.vectare.co.uk**.
- The booking is for the academic year and subject to availability.
- Bookings are non-refundable if a pupil fails to travel.
- No pupil may travel without a valid booking. Other travel arrangements are the responsibility of the pupil or parent.
- Pupils must arrive at the bus stop **5 minutes before** scheduled departure. Drivers will not wait past the scheduled departure time.

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### 2. Behaviour and Conduct

- Good conduct is expected at all times.
- The following are **strictly forbidden**:
  - Shouting or inappropriate language
  - Dropping litter
  - Playing loud music
  - Eating on the bus
  - Any behaviour causing distress or disruption
- All passengers must comply with the driver's or staff member's instructions, which may include:
  - Picking up litter
  - Moving seats
  - Ceasing disruptive behaviour
- Misconduct may be reported to a class teacher or head of year and can result in suspension or permanent removal from the service.

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### 3. Safeguarding

- All PS Coaches staff are DBS-checked (enhanced level where permissible).
- No employee with a conviction revealed through the DBS will be engaged.
- PS Coaches complies with the **Oxfordshire Safeguarding Children Board (OSCB) and Section 11 of the Children Act 2004**.

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### 4. Seating Capacity

- The legal seating capacity will be confirmed at booking.
- For vehicles with 9+ seats:
  - Seat belts are subject to inspection and meet EC standards.
  - A current **PSV Test Certificate** is held.
- Seat belts **must be worn at all times**.
- Parents and schools should reinforce seat belt importance.

- Passengers must remain seated with belts fastened, except during embarkation/disembarkation.

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### 5. Conveyance of Animals

- Animals are not permitted unless:
  - It is a guide or hearing dog
  - Prior written agreement has been obtained

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### 6. Vehicle Provision

- The company may provide a larger vehicle at no extra cost (unless additional seats are used).
- Substitution with another equivalent vehicle/operator is permitted.
- All vehicles will:
  - Be fully insured
  - Hold a valid **Passenger Carrying Vehicle Operator's Licence**
  - Be licensed per **PSV, Section 19**, Hackney Carriage, or Private Hire regulations
  - Be clean, safe, and roadworthy
- **No smoking or vaping** is allowed on any vehicle.

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### 7. Breakdown and Delays

- PS Coaches is not liable for delays due to traffic, breakdown, or events beyond control.
- In case of breakdown:
  - Health & Safety of passengers is the priority
  - Alternative travel will be arranged promptly

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### 8. Passengers' Property

- Lost property is held at the company's premises.
- Contact: **info@pscoaches.co.uk**

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### 9. Conduct of Passengers

- Drivers have authority to remove passengers jeopardizing safety or violating regulations.
- Regulations are per the **Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990**.
- Parents are liable for:
  - Any damage caused by their child
  - Cleaning or damage fees resulting from soiling or vandalism

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### 10. Complaints

- Issues should be addressed immediately with the driver or via:
  - Email: **info@pscoaches.co.uk**
  - Mail: **PS Coaches, Field Barn Farm, Garford, OX13 5PA**

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### 11. Data Protection

- PS Coaches will take all necessary technical and organizational steps to:
  - Prevent unauthorised processing
  - Avoid data loss or destruction

**For clarification of any point, please contact us directly.**