

## Terms & Conditions

1. This agreement is made between all School coach passengers, their parents and Sutton Valence School 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, Sutton Valence provides a School coach service.
3. Transport on the School coach service must be arranged in advance and is paid at the time of booking. Currently, transport can only be booked on a termly basis for regular travellers. Ad hoc bookings can be made to use the service as and when required.
4. Bookings on the School coach service are non-refundable in the event of a pupil failing to travel.
5. Bookings are to be made online via [svs.vectare.co.uk](https://svs.vectare.co.uk).
6. Each pupil for whom an online form has been submitted will be added to a coach 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 driver.
7. 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 coach service. One full term's notice must be given by a parent prior to the removal of a pupil from the School Coach Service (apart from an ad-hoc 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.
8. No pupil is permitted to travel on the School coach service if not pre-booked for that coach. Other arrangements for journeys to and from School must be made by them or their parents.
9. Pupils must travel to and from Sutton Valence School in full School uniform or a full School PE kit (except on approved non-uniform days).
10. 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 scheduled time of arrival.
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, 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 transport company official or Sutton Valence 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.
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. Sutton Valence School 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.

