



READING GIRLS' SCHOOL MINIBUS SERVICE

Home to School Transport 2023/2024 Academic Year

Terms and Conditions

It is essential that passengers behave in an appropriate manner whilst travelling on our services. By purchasing a bus ticket, you agree to abide by these Terms and Conditions and the school reserves the right to refuse travel to any passenger who does not comply. These terms and conditions may be amended at any time with no obligation to notify customers. The latest version (posted on the school website) shall apply and supersede any previous terms and conditions in respect of home to school transport.

1. Payment

- 1.1 The fare is calculated for the stated duration of the school year. It must be paid termly, in advance of travel and by the payment dates given in June, November and March.
- 1.2 Payment is via Parent Pay only.
- 1.3 By paying you are entering into a contract for the purchase of a full year's school transport (typically 190 days). As such any cancellation will mean that you remain liable for the remainder of the full year (see section 2, cancellation/refunds) unless the service is cancelled by the school.

2. Cancellation/Refunds

- 2.1 Reading Girls' School reserves the right to cancel the service i.e. should the service not be economically viable due to, for example, insufficient bus ticket sales or extreme rise in the cost of operation. In the event of the service being cancelled prior to the service commencing in September, a full refund will be issued. Once the service has commenced operation, any refund shall be calculated as pro-rata the number of full weeks of operation remaining in the school year. A school year is defined as 38 weeks of operation. Should the passenger choose to transfer to an alternative service provided by Reading Girls' School, no refund will be payable.
- 2.2 If you change address and wish to transfer, if possible, to another RGS bus service which can accommodate a change in route, you must give 30 days' notice.
- 2.3 If you change schools during the school year, no refunds will be given.
- 2.4 Once purchased, tickets are non-refundable.
- 2.5 No refunds will be given to students excluded from the school.
- 2.6 No refunds will be given to students who are excluded from the service (see section 4, Bus Travel Etiquette).
- 2.7 No refunds will be given if HM government or school authorities close the school for any reason.
- 2.8 In the event of covid-19, a pandemic, fire, or other event resulting in a full closure of the school, no refund will be made.

3. Minibus Ticket

- 3.1 Please notify us once your payment has been made through Parent Pay. The bus ticket will be allocated to your child and they commence to use the service immediately.
- 3.2 Your child must only use the service allocated and must show the ticket/bus pass to the driver on every occasion or they may be refused access.
- 3.3 Reading Girls' School reserves the right to withdraw the ticket/bus pass if payment is not received by the due date, in the event of any misuse or if the child does not confirm to the relevant school's Code of Conduct for School Transport.
- 3.4 There is no allowance for non-attendance, be it for sickness, holiday, school outing, work experience or exclusion from school.
- 3.5 Planned non-pupil days have been accounted for by Reading Girls' School in reaching the annual fare price.

4. Bus Travel Etiquette

- 4.1 Students are expected to behave in a reasonable manner when travelling on the minibus. They must not distract the attention of the driver. They must not throw objects around in or out of the bus. They must not distract drivers of other vehicles. They must not use abusive language.
- 4.2 Whilst travelling, students should remain seated. Under no circumstances should the driver be distracted. All students must use seat belts where fitted.
- 4.3 It is not permitted to consume food or drink on the bus.
- 4.4 In the event of continued disruption/misbehaviour, those responsible will be given a verbal warning (strike 1). Should the warning prove not to be enough, then a written warning will be issued either by letter or email and sent directly to the parent/carer (strike 2) and a 7-day ban will be applied. If this fails to resolve the issue, then the child will receive a permanent exclusion from the bus service (strike 3).
- 4.5 Any damage to the bus, arson or violent conduct will result in the immediate exclusion from the bus service and action to recover the cost of repair of the damage, replacement bus hire and any other costs will be taken.
- 4.6 It is up to the students to ensure that all belongings are taken with them at the end of each journey. The Bus Company accepts no responsibility for any items left on the bus.