

# LADYLINE COACHES

## Home to School Transport Terms and Conditions

It is essential that passengers behave in an appropriate manner whilst travelling on our services. By purchasing a ticket, you agree to abide by these Terms and Conditions and the Company reserves the right to refuse travel to any passenger who does not comply.

### Payment Information

ShuttleID tickets are sold through the ShuttleID website and app.

1.1 Annual Pass. This is sold for 1 full academic year. Payment is taken via gocardless and direct debit, **these will be available for Academic year 2026-27**

1.2 Please note a credit reference agency may be used to confirm your address and credit status.

1.3 You are asked to allow 2 weeks for processing your initial Direct Debit application.

1.4 Advanced notice will be given to you by gocardless prior to taking the first Direct Debit payment from your account. The advanced notice informs you of the amount, date and frequency of payment. Where there is any change, a new advance notice will be issued.

1.5 Planned non pupil/inset days have been accounted for by Ladyline Coaches.

1.6 The bus fare tariff will be updated termly.

1.7 All regular day fares are dependent on the route; the timetables which can be found on our website.

### 2. Cancellations/Refunds

2.1 If you no longer require the pass, you must give notice during the preceding term, this must be sent to us by email to ladylinecoaches@gmail.com otherwise we will continue to charge you. It is therefore important that you read the payment information.

2.2 The refunded amount will be calculated on the number of journeys remaining.

2.3 No refunds will be given in the last half term of the school year unless the cancellation notice is received prior to the commencement of the half term i.e. before the May half term.

2.4 No refunds will be given to students who are excluded from the service (see section 4, Bus Travel Etiquette).

2.5 No refunds will be given if the government/school authorities close the school for any reason.

### 3. Boarding/Pass E-Ticket

3.1 Boarding passes/E-tickets will be available in the ShuttleID customer portal immediately after payment or direct debit has been set up.

3.2 Once your boarding pass has been received, your child can use the service immediately.

3.3 Your child must only use the service allocated and must show the boarding pass to the driver on every occasion or they may be refused access. NO TICKET - NO RIDE

3.4 Ladyline Coaches reserves the right to withdraw the Boarding Pass/E-ticket if false information is supplied, or payment is not received by the due date; in the event of any misuse of the Boarding Pass or if the child/children do not conform to our Code of Conduct for School Transport.

# LADYLINE COACHES

3.5. There is no allowance for non-attendance, be it for sickness, holiday, school outing, work experience or exclusion from school.

## **4. Bus Travel Etiquette**

4.1 Students are expected to behave in a reasonable manner when travelling on the bus and abide by our Code of Conduct.

4.2 It is not permitted to consume food or drink on the bus.

4.3 In the event of continued disruption/misbehaviour, those responsible will be given a (STRIKE 1) verbal warning. Should the warning prove not to be enough, then a (STRIKE 2) written warning will be issued either by letter or email and sent directly to the parent/guardian and school; a 7-day ban will be applied. If this fails to resolve the issue, then the child/children will receive a (STRIKE 3) exclusion from the bus service permanently.

4.4 Any damage to the bus caused by any student 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 may be taken.

4.5 It is up to the students to ensure that all belongings are taken with them at the end of each journey. The Company accepts no responsibility for any items left on the bus.

## **5. Service Information**

5.1. The service will operate throughout the school academic year and will follow the school timetable.

5.2. In the event of a bus failure, an alternative bus will be sought either from our fleet or from other local operators, whichever is available first. The journey will then be completed.

5.3. In the event of a bus failure or delay of any kind, you will be sent a notification via email.

5.4. Students should be at their allocated pick-up points 5 minutes before the scheduled time.

## **6. Communication**

6.1. Inappropriate language, threatening behaviour or intimidation will not be tolerated. Persistent rudeness from parents may result in their children being refused travel.

# LADYLINE COACHES

## LADYLINE COACHES- CODE OF CONDUCT Travel on the School Buses

For their comfort and safety ALL students are expected to:-

- Behave with the same self-control and respect we expect of them when in school or on any form of transport or in their own family cars.
- Remain seated and wearing their seatbelt throughout the journey. Students should not stand until the coach comes to a complete stop.
- Students must not behave in a way that could distract the driver e.g. by shouting out, pressing the bells or throwing items.
- Swearing, and language of an explicit sexual nature must not be used at any time.
- While students may use their mobiles on the bus, these must not be used to record or take photographs of other students or the driver. Courteous noise levels are expected.
- At all times, students should be mindful of the comfort and safety of all who are travelling on the bus. They should remove bags from spare seats, not block the aisle with bags or legs.

Students whose behaviour is reported will be sanctioned in line with the School Rewards and Behaviour Policy. Where a student's behaviour endangers themselves or others or where students have repeated warnings concerning their behaviour, this may result in their bus pass being suspended for a period of time or in extreme cases permanently.