



Orbit Coaches Terms & Conditions

Applicable to all parents/guardians/legally responsible persons and students who use the bus service.

This private bus service is provided by Orbit Coaches and not by the school attended. All applications will be dealt with in the same way on a first-come-first-served basis. It is also acknowledged that you have read the terms and conditions and that the person travelling on our vehicle is also fully aware and complies with them.

We shall make reasonable efforts to provide the service we advertise. Orbit Coaches Ltd are providing several different routes to SCHS and your child/children are normally allocated a place on the nearest available bus to their home address. In some instances, it may be the only vehicle available. Once a permanent bus pass has been issued, it is not possible to transfer to another available bus to accommodate personal preferences.

We also reserve the right to arrange alternative transport as deemed by us to be appropriate at any time to meet our commercial needs and the need of our passengers without notice.

Bus Passes

Bus passes will be issued upon receipt of payment. A 'no pass, no travel' rule must be applied, as not only is it fraudulent to try to gain travel which has not been paid for, but also buses may be overloaded and therefore unsafe because of the number of students travelling who should not be on the bus. Replacement for missing/damaged must be reported ASAP a new pass can be purchased from Orbit at a cost of £10. Please contact the office for replacements. Please note a temporary pass obtained from SCHS at the cost of 50pence which is only valid for the day of travel.

Code of Conduct

Orbit will contact parents of any child involved in the case of a complaint or bad behaviour. If the complaint is of a serious nature, such as vandalism or bullying, then transport will be withdrawn. If three complaints are received about the same child, the coach operator can and will refuse to allow the child to continue using the service and no refunds will be made. If damage is caused to a vehicle by a passenger, an invoice for the full cost of repair will be sent to the parent and transport will be withheld until payment is made.

CCTV

Parents and pupils should be aware that CCTV is used on many school contract buses to support initiatives against anti-social behaviour, vandalism and to protect the safety of our passengers and employees. Vehicles using CCTV or other means of recording will have notices displayed to this effect. Recorded images may be shown to school staff to identify individual pupils.

Personal Data

Please keep Orbit Coaches Ltd up to date with any changes to your name, address and telephone number, e-mail address, banking details or changes of bank card. When purchasing a pass from us, we require you to provide us with the personal information requested, including but not limited to

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your name, contact details and other information. In providing your personal data to us, you give your consent for us to record and retain it, to use it in all subsequent correspondence between us and you and for us to disclose it to your school, the police and to other parties as we deem appropriate.

Personal property

Orbit accept no responsibility for lost property or articles left on the vehicles as they are done so at the owner's risk, any items unclaimed will be disposed of after four weeks.

Strictly no food or drinks to be consumed on the bus during travel, this is except for water.

Damage to vehicles

Where a vehicle is damaged because of vandalism, we will seek to recover the full cost of repairs from the parents/guardians of the student/s responsible. If the amount is not paid, the travel pass will be withdrawn until the amount is settled.

Social Media

Social media is becoming an integral part of life online as social websites and applications increase. Orbit coaches will often post relevant information regarding transport to SCHS and can be used a useful communication source, however any grievances you may have with the service or with Orbit Coaches LTD should be dealt with either by telephone, email or in person.

Our Service

It is important that your child/children only travel on the bus they have been allocated, attempting to travel on another service may result in them being excluded from travelling with Orbit Coaches. It is a requirement for all pupils to wear a seat belt if they are fitted to the bus. It is not the bus driver's responsibility to ensure that pupils wear a seat belt. Pupils should be sat at all times during the journey.

There is no seating plan and students are free to sit wherever there is space on the vehicle, however your child will not be able to change from their allocated service.

Very occasionally the service may run late due to unforeseen circumstances, such as break down, bad weather, traffic or roadworks, you should wait for 20 minutes after the bus was due to arrive at the pick-up point. Orbit will do it's upmost to provide alternative arrangements.

All vehicles are non-smoking, include e-cigarettes.

Early Operation due to Poor Weather.

If schools decide not to open due to adverse weather they will advise us directly.

Orbit Coaches will try to ensure that home to school transport is operated during severe weather but only when safe do to so. Our routes to SCHS are on country roads which may be difficult and unsafe for our vehicles to travel.

Please be aware that in cases of inclement weather, it may not be possible to serve all the stops and buses may only be able to travel on the main roads

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Payments

Full Payment	£540.00. To be paid no later than 13 th July 2018
10 Monthly payments	£57.00 per child per month totalling £570 Payments start on the 1 st August 2018 to 1 st May 2019.

Payments are only to be made via Worldpay agreement. Any person entering into this agreement does so upon the understanding that they are committing to payments for the whole of the school year from August of one year to July of the next.

After the 3rd failed attempted through WorldPay there will be a £20 additional administration charge.

Seats on a vehicle are allocated to a student for the full school year and cannot be cancelled except under the strictest of circumstances. Cancellations will be considered on a 1-1 basis and you must contact Orbit.

Parents will be required to pay in advance with an agreed instalment method, by selecting of one of the terms offered, this is either in full or over 10 instalments.

Failure to complete payments for transport fees will result in pupils being excluded from school transport and from making any further transport applications.

Please note the transport charge is calculated on an annual basis and there will be no reduction for any periods where transport isn't required e.g. exam leave, holidays or sickness, or for any occasions when due to unforeseen circumstances transport is not available e.g. snow days, vehicle breakdowns / lateness, school closures / early finishes.

Please be aware if paying in full there is no refund given if your child/children leaves before the end of the academic year.

Orbit Coaches must be informed of any legitimate issues with payments as soon as possible to resolve the issues.

If you would like to discuss any of the above further, please do not hesitate in contacting us on the below details.

Please tick on the application form that you have read an understood Orbit Coaches terms and conditions.

Regards,

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Lee Chapman

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