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## SCHOOL TRAVEL CODE OF CONDUCT AND TERMS OF USE.

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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 both terms and conditions and that the person travelling on our vehicle is also fully aware and complies with them.

All the services to SCHS will operate on a first come first serve basis. We shall use reasonable efforts to accommodate passengers, but we cannot guarantee that you will be able to travel on a particular bus if that bus is already full to capacity.

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**, for example changing service to be with friends. Orbit Coaches do not hold information of friendship groups.

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.

### Applications

Any application received after the closing date of **31<sup>st</sup> July 2020** will be subject to availability and placed on a waiting list. You child may be offered a service which may not be the nearest to their home address.

### Bus Passes

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 passes must be reported ASAP a new pass can be purchased from Orbit at a cost of £10. Please contact Orbit Coaches 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 with no refund. 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

Under data protection regulations please be advised that school vehicles are permanently fitted with CCTV and may be used in any mases of discipline. In accordance with GDPR CCTV cameras are fitted and will be used in the event of issues arising from the use of the vehicles.

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, telephone number and e-mail address. 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. Please note that we may have children who travel who have severe nut allergy and are at risk.

### **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. Children must not interfere with emergency exits or equipment such as glass hammers unless instructed to do so by the driver.

### **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.

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, 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 utmost to provide alternative arrangements. In certain circumstances, for example where We encounter a technical problem, we may need to suspend the Services in order to resolve the issue. Unless the issue is an emergency and requires immediate attention, we will inform you in advance in writing before suspending the Services.

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

### **Breakdown advice for pupils and parents:**

In the event of a breakdown or accident:

- Follow the advice of the driver. They will contact the office to arrange alternative transport if necessary
- All students must remain seating only if safe to do so until directed otherwise by the driver or a member of the emergency services.
- Please do not make your own arrangements to get to school or home as this may lead to further problems and confusion and cause further danger if on the side of a busy road.

### **Access**

We are committed to trying to accommodate our disabled passengers. Not all of our buses are fully accessible at present, but we shall try our best to meet your needs where we can.

### **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 and due the location of the school the service may have to be terminated part way through the service.

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. Time to time it may be requested from the school that we collect the children earlier than the scheduled time of pick up.

If schools decide not to open due to adverse weather Orbit Coaches will use Social Media such as Twitter and Facebook as the fastest means of contact to parents, although you can contact us directly if you wish.

### Payments

10 Monthly payments No upfront full payment available. No reduction for multiple purchases	<b>£65.00 per child per month totalling £650.</b>  <b>Payments start on the 5th August 2020 to 5<sup>th</sup> May 2021.</b>
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**Your child/ children's place on an Orbit service is only secured once the standing order has been agreed and the first payment has been made.**

**Bus passes will be sent out once the standing order has been set up and the first payment has been made.**

**Failed payments will result in a £10 administration fee and your child may not be refused travel until payment has been made.**

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.

Please note the transport charge is calculated on an annual basis and there will be no reduction/ refund 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 or events outside of our control **(Please see Standard service terms and conditions attached for further information)**

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 via email at

Office@orbitcoaches.co.uk

Please tick on the application form that you have read and understood both the standard service terms and conditions and school travel code of conduct and terms of use. Failure to agree with these conditions may result in your application being refused.

Regards,

*Lee Chapman*

Managing Director  
Orbit Coaches