

NORTH KENT SCHOOL TRANSPORT

The object of the company is to provide safe, adequate and reliable transport to and from the schools.

TIMETABLES

The coaches will normally keep to the timetables but sometimes due to unforeseen circumstances (usually traffic jams) they may run a few minutes late.

(They should never leave a stop early, but all students should try to be at the stop at least two minutes before the scheduled departure time in case the driver's watch/clock is not showing exactly the same time as yours.)

The time shown on timetables is the **DEPARTURE** time and all students should be on the coach by that time.

If a coach arrives at a Pickup Point at or after the departure time, and there is nobody waiting there, then the driver will not necessarily stop, **as he is looking for standing students not parked cars.**

HOWEVER, IN THE EXCEPTIONAL EVENT OF A COACH BEING VERY LATE, THEN THE FOLLOWING PROCEDURES WILL HELP EVERYONE CONCERNED.

A) In the mornings, if a coach is more than 10 mins late (or 5 mins at first pickup) then a polite phone call to the late coach number shown on the pass (**from 1 student at each pickup**) will alert us and you will be advised of the position. (This also applies if the coach drives past the pickup point without stopping)

The students should remain at the pickup point, as transport will always eventually arrive, even if it means sending another vehicle, (unless a road is closed).

If there is a known delay, which will result in the students arriving late, we always inform the schools,

B) In the evenings, all students should be at the pickup points no later than 10 minutes after the end of the last lesson (3:40pm)

However, the coaches may not arrive until later than that due to the congestion at the schools and the problems of having to filter over 20 buses and coaches (including Public Transport buses) through space for 6 or 7 buses (if parents haven't reduced this by parking their cars in Bus/coach bays)

If the coach has not arrived at the Dartford (Becket Sports) by **3:45pm**, Wilmington Boys by **4.00pm**, or Wilmington Girls by **4.05pm**, then the school office should be advised and they will phone us for information (if we have not already contacted the school office about a known delay). Again we would reiterate that a coach will always eventually arrive.

If parents are concerned because their children are over 30 minutes late home then a phone call to our office, **or** the lost property/late coach number shown on the pass, will hopefully allay their fears.

Please don't make appointments for your children for music/dance or any other kind of out of school activity to start within half an hour of the scheduled time of arrival home after school. In the event of delays, this only causes stress on parents and children and leads to irate telephone calls out of all proportion to the problem.

PASSES

A pass will be issued on the payment of the invoice (see Rules of Travel)

The Company reserves the right to withdraw the coach pass of any student who is a problem or a disruptive influence during the journeys undertaken. This includes contravening the Rules of Travel.

The Company has the right to withhold coach passes (or recover passes already issued) if payment of the fees is not received by the due date.

COSTS AND PAYMENTS

There is a Registration Fee of £10.00, per household, due on first applying for a place on one of the coaches. This is to defray costs involved in rearranging lists and routes each year and to deter the practice of reserving a place, on the off-chance that this may be required. **THIS IS A NON REFUNDABLE CHARGE.**

The cost of the coach travel is based on the total number of students travelling and the total cost of the coaches.

Places are normally only allocated on a yearly basis and payment is required bi-termly in advance, or by monthly bankers order payments, payable till May each year. **Post-dated monthly cheques are not acceptable as a substitute for banker's orders.**

A minimum of One Term's notice (under the new 6 term year system) is required for cancellation of places.

LOST OR DESTROYED PASSES

In the event of a lost or destroyed pass, a temporary duplicate pass can be obtained from the school office and a phone call to our office, on arrival home, will usually ensure that a proper duplicate pass, *at a cost of £2.00*, is at the school office, normally by the following lunchtime. ***It is not necessary for parents to make the phone call, as all students are quite capable of doing this for themselves.***

SEE NEXT PAGE FOR RULES OF TRAVEL

(Please ensure that your son/daughter has read and understood these)

RULES OF TRAVEL

These have been drawn up to ensure that the coaches remain a safe and clean environment for everybody to travel on.

We do not want our drivers to have their attention distracted whilst in motion and neither do we expect them to have to clean the coaches and upholstery (or pick up litter) after every trip so that they are immediately ready for any 'follow on' booking.

- Passes are to be shown by students at all times when boarding the Coaches. The Pass is only valid for the coach pickup point shown on the pass. (For temporary transfers to another coach see Guest Pass procedure). Students without a valid pass may not be allowed to board the coach.
- The driver (and/or Mr. Bracey) is in charge of the coach, and his/her instructions are to be obeyed.
- Students are expected to sit in year order on the coach, starting with year 7 at the front, year 8 behind them etc. (Any student needing a front seat due to travel sickness may sit there). Generally only 6th Form students should be occupying the back seats.
- No person may smoke on the Coaches.
- No student may stand, change seats, or sit in the aisles of coaches whilst the vehicle is in motion, except in emergency circumstances with the consent of the driver.
- Seat belts, where fitted, MUST be worn- (This is a legal requirement, with a penalty of up to £1000).
- Students will not cause food, drink or any other object (including paper) to be thrown about on the coaches. Bottles/cans (including aerosol cans)/cartons of drink are to remain in students' bags on the coach.
- No Ice Cream or Iced Lollies are allowed onto, and no Food (including chocolate, chewing/bubble gum and fruit) or Drinks are to be consumed on the coaches.
- Litter is to be taken off the coach to be disposed of properly, and not dropped on the floor or put in unsealed ashtrays.
- Students should queue for transport in an orderly manner and on no account should they approach a school coach whilst it is still in motion.
 - (The driver is not able to watch both wing mirrors at the same time and does not expect to find students on the road between the coach and the kerb as he or she is pulling up, particularly at the schools, where road space is at a premium from 3.30-4.00pm!)
- Verbal or physical abuse or insulting behaviour towards any other person, whether student or adult (irrespective of whether the recipient is on the coach) will not be tolerated.
- Similarly, bullying of other students whilst waiting for the coach or in transit between home and school, and vice versa, will be regarded as misconduct and treated accordingly. Fighting of any sort is forbidden.
- Feet are to remain on the floor and not put on the coach seats.
- Any damage to the seats or fittings of the coach will result in immediate withdrawal of the pass and a bill for repairs will be sent to the parents/guardians of the student concerned.
- With the sole exception of boys taught at GSGW periods 7 & 8, all Wilmington boys must board the coaches at WGSB. Boarding at GSGW is for Girls only. Boys will not be allowed to board at GSGW.

Normally any breach of the above rules will be brought to the attention of parents/guardians concerned as well as the school and may result in temporary suspension of the pass.

Following this first warning, any further breaches may result in the coach pass being withdrawn and alternative transport arrangements will have to be made by the parents/guardians of the student concerned. Pro rata refunds will of course be made.

TEMPORARY GUEST PASSES

Guests may be carried, if space is available, at the discretion of the Company, for an appropriate fee, payable at the school office in advance. A phone call to our office, (or an email to Schoolcoach@aol.com – *Temporary coach pass* in the subject line) the day before, at the latest, will enable the student to collect a temporary pass from the school office, unless we advise you that there is no space. (Students are quite capable of making the call themselves)

If any unauthorised person is caught travelling, then they will be banned from using our coaches and the student who invited them to travel will have their pass withdrawn permanently.