

DERBY HIGH SCHOOL BUS SERVICE

TERMS AND CONDITIONS

By placing a booking with the Derby High School Bus Service, parents acknowledge that they have read, understood, and accept the Terms and Conditions as detailed below:

Bookings

- Booking windows and registration periods will be communicated throughout the year.
- Bookings can be made term by term or for the entire academic year. Please note, if booking termly, we cannot guarantee seat availability in subsequent terms. For yearly bookings, flexibility will be allowed for the GCSE and A' Level examination period and amendments for students sitting these exams will be permitted and not charged (providing amendments are made via the app during the term preceding the examination period (spring term) and no later than the penultimate week of Spring term).
- Journeys booked but not taken are non-refundable. Any journey cancelled, via the App, will not reduce the amount charged but will notify the driver that the student will not be using the school bus for that particular journey.
- The cost of the school bus will be itemised on your school fee invoice, termly in advance.
- The School offers seats on a first come first served basis. Although the School will do its utmost to accommodate all requests for use of the service, the School has no obligation to increase capacity on any route.

Use of the service

- Pupils must carry a valid Kura fob when travelling and scan on and off the bus. QR codes can also be generated as an alternative to using fobs.
- Lost fobs can be replaced at a charge of £10 each. The charge will be added to your termly school fee invoice.
- Once a pupil discontinues using the bus, the fob must be returned to Student Reception. Any fobs not returned will result in a £10 charge being added to your school fee invoice.
- Pupils must ensure they travel on the route for which they are booked.
- Parents/guardians are asked to remind their children that when travelling on school buses they remain bound by the School's Behaviour Policy and must abide by the School's Bus Travel Code of Conduct.
- Ad Hoc journeys are permitted by pupils not registered for the service, but only where availability permits. When ad hoc bookings can be accommodated at short notice, pupils must generate a personalised GR code or provide their name to the driver, in order that the journey is correctly recorded in the Kura system, for safety reasons. The School will endeavour to accommodate all such requests for places, but priority will be given to pupils registered for regular service use. Student Reception can be contacted for live seat availability.

Changes to use of the service

- Any changes to a pupil's use of the School Bus Service (for example frequency, route and home pick-up stop) must be made via the Kura App.
- The School reserves the right to make route/timing alterations after publication but will provide notice of any such action.

Cancellation policy: withdrawal from the service:

- Parents/guardians wishing to withdraw their children from the service entirely must provide a full term's notice, in writing to buses@derbyhigh.derby.sch.uk or forfeit the full term's charges in lieu.



**DERBY HIGH
SCHOOL**

ESTABLISHED 1892