

Thursday 9 July 2026

Dear Parents and Guardians,

Introducing Vectare: Our new transport management provider

We are pleased to announce that from the start of the new academic year we will be partnering with Vectare to manage our home-to-school transport network.

Vectare is a specialist transport management company with an outstanding track record in the sector, managing more than 15 million journeys per year across over 250 UK independent schools. This includes schools such as Abbot's Hill, Merchant Taylor's, St Helen's, St Albans, Beechwood Park, St Albans High, Notting Hill and Ealing, Royal Masonic School, and Dulwich, Alleyn's, Jame's Allen's Schools. We are confident that this partnership will bring a significant improvement to the transport experience for both students and parents.

Key benefits for parents

Vectare's system offers a number of benefits through the use of their leading technology and dedicated customer support team, including:

- **Change requests** - the ability to request changes to your child's travel arrangements directly through the system.
- Ad hoc booking through the app
- **Real-time tracking** - see exactly where your child's bus is at any time.
- **Running-late notifications** - automatic alerts if a service is delayed.
- **Boarding notifications** - confirmation when your child boards the bus.

Vectare will also provide out-of-hours support to parents, including at weekends, so help will always be on hand when you need it; including in the run-up to the new academic year, should you have any questions.

The transition period

Over the next 12 weeks, Vectare colleagues will be brought fully up to speed on the Habs' transport operation and will be building close working relationships with our three coach operators. Vectare is well placed to guide parents through any potential teething problems at the start of term, and we ask for your patience and understanding during this period.

Existing bookings will be moved over to Vectare over the summer break so there is no need to rebook an existing route.



Next steps

By 1 August, you will receive a formal introductory guide from Vectare, which will include full details on how to use the system, make bookings, and ask questions about the transport network.

We are excited about this partnership and the improvements it will bring, and we thank you for your continued support.

Yours faithfully,



Mr Dave Ewart
Director of Estate Development

Contacting Vectare

From 1st August, Vectare will be the primary point of contact for all transport-related queries. They can be reached on:

- **Telephone:** 0115 777 3035
- **Email:** HABS@vectare.co.uk