

Home to School Coach Service Terms of Service

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Introduction

Welcome to the coach community. We are pleased that you are committing to a more environmentally sustainable mode of transport.

For passengers to stay safe and to travel in comfort, it is imperative all passengers behave in a responsible manner and passengers' standard of behaviour meets the school's high expectations. This code of conduct exists to ensure all users of the service are aware of their responsibilities and the school's expectations of parents, passengers and operators. We ask that you read and agree to be bound by the code of conduct before signing up to the service.

All passengers have a responsibility to behave well, to uphold the good name of Habs and never to act in a manner that may compromise their safety or that of others.

The life and wellbeing of the school rests upon the principles of honesty, fair-mindedness, mutual goodwill and the consideration for others. Any breach of good manners or common sense is a breach of the schools' rules; this includes any action that may impair the schools' good name.

The coach service forms part of the school campus therefore School rules apply at all times. Full details of school rules for both the Boys' School and the behaviour policy of the Girls' School can be located on their respective websites.

Poor or anti-social behaviour, in particular that which puts others at risk or causes damage, may lead to a ban from using the coach service, **leaving responsibility for transporting your child or children to school with the parent/guardian**. Parents will also be liable to pay for the cost of repairs/replacement of property damaged as a result of their child's actions.

Many of our coaches have CCTV installed and behaviour is monitored and recorded.

All coach operators have been carefully vetted by Habs to ensure that all insurances and other required standards and licences are in order. All drivers and adults who are travelling on the service have been subjected to enhanced DBS check.

The following applies to all users of all home to school coach services.

Thank you for taking the time to go through this information. Together we can ensure all remain safe while travelling to and from Habs.

Please note, the following colours are used for specific guidance:

- **GOLD** text indicates a Golden Rule that applies to all users of all transport services.
- **BLUE** text indicates a term that applies specifically to students in Year 3 to Year 6 in addition to all other Terms of Service in gold or black text.
- **GREEN** text indicates a rule that applies specifically to students in Reception to Year 2 in addition to all other Terms of Service.

SchoolBusTracker

SchoolBusTracker is the system used to manage the Habs home to school coach service and to send urgent communications to passengers and their families.

- All parents, guardians and students who use a smartphone are strongly encouraged to download, install and register to use the **Habs SchoolBusTracker Parent app**. The app is available in the Play Store and the App Store.
- When you register as a parent new user, please use the email address that the school has on record for you.
- Parent users will receive an email containing your one-time-password. The email will also contain the username and password for any children linked to your parent record at school.
- The app allows users to track their child's home to school coach as it progresses along its route. Parents can only see information related to the children who are linked to them within the school's systems.
- The system alerts parents and guardians when their child boards and alights a coach when they scan their QR code ticket. It also generates an alert when a child does not scan their QR code ticket to board or alight their coach at their booked stop.
- Alerts such as service updates, delays, and planned roadworks are also sent to users via SchoolBusTracker. Please see the section Communication for further details.
- Please refer to the Coaches section on the Habs Parent App for more information about features available within the app.

Safety Information

Safety on the Coach

- **Seatbelts must be worn correctly at all times when the coach is in motion. This is a legal requirement. If you find a defective seatbelt, report it to the driver immediately and find another seat with a functioning seatbelt.**
- **Each passenger must have their own seat and seatbelt. Seat or seatbelt sharing is not permitted.**
- If you choose, you may provide a booster seat and/or seatbelt adaptor for your child. Please ensure all items are clearly named. This will be stored at the coach park.
- All passengers must remain seated whilst the coach is in motion.
- **If a passenger finds they have mistakenly boarded the wrong coach:**
 - **Passengers must stay on the coach! Passengers must never get off in an area unknown to them.**
 - **They should advise the driver or another adult on the coach as soon as possible. The driver will contact their office to arrange for the student to be met or to be returned to a place of safety.**
- **Eating and drinking (other than water) is strictly forbidden on the coach. This is to ensure that those passengers with allergies are protected, and odours, spills, and litter are eliminated.**
- Passengers must not distract the driver.
- Passengers must not throw objects from or within the coach.
- Only the driver is permitted to operate the luggage compartment. Students and parents must not open or close any vehicle doors.
- All luggage and bags must be stored in the luggage compartment, on the overhead luggage racks, or under the passenger seats. They must not be stored on seats or in the aisle.
- On Habs Hub routes, the first two rows of seats are for use by the Hub Heroes and Hub passengers.
- Reception to Year 2 students must sit where instructed by the Hub Hero.

Safety on the Coach Park

- **Between the hours of 6am and 6pm only coaches are permitted to be on the Habs coach park.**
- You must not arrange to collect or drop off your child at the coach park at any time.
- Passengers must not run whilst in the coach park.
- Passengers should go to the coach park office if they:
 - Need help
 - Leave their belongings on the coach
 - Have an accident in the coach park or need to report an accident
 - Are unable to locate their afternoon coach
- Passengers must stay on the footpath once they have alighted the morning coach.

- In the morning, passengers in Years 3 and up should make their way to school immediately upon arrival in the coach park and not wait for friends to arrive.
- Reception to Y2 passengers will be taken to the Coach Park Shelter by their Hub Hero, where they will wait to be escorted to their school and class.
- In the afternoon, passengers in Year 3 and up should board their coach promptly and not congregate in the coach park.
- Reception to Y2 passengers must wait at the Coach Park Shelter with the assigned member of staff, where they will be collected by their Hub Hero and escorted to their coach.

Safety at all Times

- **All passengers must have a charged, working and in-credit mobile phone when travelling on the home to school coach service. Passengers should ensure that their phone is switched on when using the coach service.**
- If you are meeting a passenger on an afternoon service, please ensure you are at the stop at least 10 minutes before the scheduled arrival time.
- All students in Year 3 to Year 6 must be met at the stop by an adult when alighting their afternoon coach. The adult must be at the door of the coach to meet them. Students must not alight the coach if they cannot see the adult who should be at the stop to meet them. They must tell the driver immediately and remain on the coach. This may mean that the coach continues the route with the passenger on board as the coach cannot wait for delayed adults.
- Reception to Year 2 students must be met at the door of the coach by their meeting adult. If their adult is not at the stop the student will remain on the coach until arrangements can be made for an adult to meet them. This may mean that the coach continues the route with the passenger on board as the coach cannot wait for delayed adults.
- Ensure your child knows not to exit a coach in an area unknown to them. If your child leaves the coach unsure of where they are, neither the driver nor operator is responsible for your children. Please note a driver cannot hold a pupil on board if they insist on disembarking
- Ensure your child is taught basic road sense. If they need to cross a road, they must do so only once the coach has moved off and the road is clear in both directions.
- Passengers are to observe instructions given by a member of staff, the driver, Hub Hero or Coach Stewards.
- Never walk behind a coach.
- Wait in an orderly, courteous, and calm manner. Do not push or shove other passengers.
- Keep away from the kerb and well clear of other traffic.
- If your morning coach is late arriving at your stop:
 - In the first instance you should check the location of your coach using the tracking feature on the Habs SchoolBusTracker app.
 - If you are unable to track the coach, contact the Transport Office on 020 8266 1920. Passengers should remain at the stop and await the arrival of the coach unless advised otherwise by the Transport Office.

Standards of Behaviour

Behaviour at the Stop or Coach Park

- **All passengers must be at their morning stop at least 5-minutes before the advertised departure time.**
- The coach does not wait for late arrivals. Once all passengers are boarded, the coach will depart.
- If you are dropping off or collecting a student from a coach stop
 - please ensure that you park legally and considerately
 - do not park in the coach stop, across driveways, or in any way that causes an obstruction for residents, pedestrians, or other road users.
 - switch your engine off whilst waiting to reduce noise and emissions.
- **Passengers must ensure they have their ticket ready for scanning when they board the coach.**
- An adult must wait with the passenger until the coach arrives and the passenger has boarded the coach.
- An adult must wait with the passenger until the coach arrives and the passenger has boarded the coach.

Behaviour on the Coach

- The School does not endorse gaming on the coach.
- Passengers must keep to sensible noise levels on the coach to avoid disturbing others and distracting the driver.
- The coach must be treated with respect and care. Vandalism or damage to the coach or other people's property will not be tolerated.
- Smoking, vaping, drinking alcohol, and consumption of illegal substances is not permitted at any time.
- Offensive weapons, real or replica, are not permitted on the coach.
- Passengers should take their litter with them at the end of the journey or place it in the bins provided. Do not use the seat pockets as bins or leave rubbish on the seats or floor.

Behaviour at all Times

- **Pupils must not take photos or film using a mobile phone or any other device. This includes making/receiving video calls. There are strict rules around privacy of students which means we are strict about enforcing this ban on photos and filming.**
- **On Hub routes, if photos or videos are taken on mobile phones, Hub Heroes can request the photos/videos are deleted and watch to ensure this happens.**
- **Only Habs students and Habs members of staff may use or board the coach. Parents, guardians, other adults, or children who do not attend Habs are not permitted to board the coach at any time.**
- All passengers should act in a courteous and polite manner.
- Passengers and their families should not behave in such a way to provoke members of the public to complain about their behaviour.

- Do not ask the driver, Hub Hero, or any other passenger to share their personal details with you, including phone numbers, email addresses, or social media details.
- For any issues of poor behaviour:
 - The Transport Manager may issue a Tutor Caution or L1.
 - If the Transport Manager considers the issue serious enough or it is a repeat issue the passenger will be reported to their Form Tutor or Head of Year with a copy to the Deputy Head, appropriate action is taken and details placed on the student's school record.
 - If the incident is considered to be placing others at risk, the matter will be taken to the Deputy Head.
 - For serious incidents and repeat offenders a ban from the coaches will be put in place. In the event of a coach ban, parents or guardians will be responsible for ensuring the student's journey to and from school.
- Please be aware many coaches have CCTV fitted.

Habs Hubs

The safety and wellbeing of our pupils is paramount, so the basis of the Habs Hubs service is to ensure our youngest pupils have adult supervision for the duration of their coach journey. This is also to ensure Habs complies with the Early Years Foundation Stage Statutory Framework.

Please note, this entire section relates specifically to the Habs Hub service:

- For safety reasons, permission to use the Habs Hub service is at the discretion of the Head of Boys' Prep School and Head of Girls' Junior School.
- Early Years Foundation Stage (EYFS) Statutory Framework dictate the standards which must be met for pupils under Habs care. These standards form the foundation for Habs coach provision for Reception to Year 2. The standards for pupils in Reception are markedly different to those for pupils in Year 1 and Year 2, particularly in regard to ratios of adult supervision and the situations where adult supervision is needed.
- As stated above, the wellbeing and safety of our pupils is paramount and combined with the EYFS regulatory requirements Habs must adhere to, the safety and wellbeing of our pupils will always be prioritised over parent convenience. This may mean, in exceptional circumstances, we are unable to provide the coach service for Reception children because we do not have supervising staff available. Examples might include staff absence due to supporting trips, parent/teacher evenings, illness etc. Our intention will always be to source alternative cover from our reserve cover teams, but this may not always be possible.
- In cases where a Reception pupil is unable to travel due to lack of staff supervision, you will be advised as soon as practically possible. Please note, this notification may also come through the school day (i.e.: if a Hub Hero has come to school as normal but become ill through the course of the day). We appreciate the disruption and inconvenience late and in-day notification of inability to travel will have and we will endeavour to minimise these instances as much as possible.
- Seat belt adapters are strongly recommended for use by Reception to Year 2 pupils travelling on coaches. These will need to be sourced by the pupil's family.
- You may choose to provide a booster seat for your child. There will be storage available at the coach park to leave during the day (booster seats will need to be clearly marked with the pupil's name and route). Full car seats cannot be used. ISO-FIX points are not available on the coaches and children will be unable to carry them on and off the coach.
- A parent or individual explicitly named by a parent or carer will need to be with the pupil until they board the coach and must be at the Habs Hub to collect them.
- Details (name, contacts and password) need to be supplied for all adults likely to collect the pupil. This includes authorised parents. A pupil will only be released to an adult on the pupil's approved contacts list.
- In addition, three emergency contact names and numbers must be supplied for each pupil.
- Year 1 and Year 2 pupils with older siblings in Year 10 and above, can write for permission for the older sibling to act as chaperone to the younger sibling. In this case, the older sibling must be present for the young sibling to travel. Permission is at the discretion of both respective Head teachers. If you wish to apply for sibling travel, please write to the Head of your youngest child's school to seek authorisation. Please note sibling travel cannot commence until the Hub Sibling ID cards have been issued.

- For Reception pupils, the Habs Hub service will commence the second week of the Autumn term. This is to allow pupils time to settle into their new school and gives the opportunity for pupils to be introduced to fellow passengers.
- Pupils will only be able to travel on the Hub service, after confirmation of agreement to this code (including for the expanded Hubs service).

Ticketing

- There are 2 categories of ticket available to Habs parents based on their child's age group:
 - **Main Service:** Available to students in Year 3 to Year 13. This includes all stops on all home to school coach routes.
 - **Habs Hubs:** Available to students in Reception to Year 2. Only designated Hub stops on selected main service routes can be booked. Hub routes are supervised by staff from the Hub stop to and from school.
- By purchasing a ticket for a service, you agree to be bound by the Terms of Service.
- There are no refunds or credits issued if you do not use the service.
- Refunds or credits are not given for service issues beyond the reasonable control of Habs.
- A map of all routes and stops is available on the school websites or by [clicking here](#).
- All students must carry their QR code ticket with them when travelling. QR code tickets are available to view by the student on the Habs SchoolBusTracker Parent app. If your child does not have a smartphone, please contact the Transport Office for details of where you can download a copy for printing.
- Your child must ensure that they have their ticket ready for scanning before they board and alight their coach.
- Passengers found to be travelling without authority to do so or without a valid ticket for that specific journey will incur a penalty charge, a note on their school record and may be banned from the coach service.
- All tickets are sold subject to availability.
- If your requested route or stop is already booked to capacity, you may be offered a ticket on an alternative stop or route.

Main Service Tickets

- Your child may only travel to/from the stop and route they are booked to.
- All fares for home to school coach service tickets are added to your child's school account and will appear on your invoice. There is no cash or card payment option.
- Every passenger must have a booked ticket for the entire journey they are undertaking. A standard fare of £15 per journey will be charged to a passenger who is not travelling with a booked ticket for their entire journey.
- You do not need to book the same stop for every journey. The travelling week consists of 10 individual journeys: 5 morning and 5 afternoon journeys. You can select a different stop for each journey if you require when making your booking.
- The 5:30pm coach service is a reduced service which visits the most popular stops on the network. If your 4:15pm stop is not on the 5:30 service, you will be permitted to use the next nearest stop to your booked stop without any fare change.
- There are two types of ticket available on the Main Service: regular and ad-hoc.

Regular Tickets

- This is a ticket for a set travel pattern.
- This ticket will automatically renew at the end of each school term and for each new academic year until we receive a cancellation request.

- Regular tickets attract discounted fares based on the frequency of travel.
- All main service regular ticket booking requests must be requested via the online booking form which is found on the Habs Parent App.
- We cannot accept any booking or cancellation requests sent via email.
- Please allow up to three working days to process requests for regular ticket bookings or cancellations.
- If you have a regular ticket booking but wish to change your morning or afternoon for a single journey or specified period of time, you will need to book an ad-hoc ticket for that change of stop. Any regular fare you have already paid or been billed will be deducted from the fare of the ad-hoc ticket.
- Regular tickets are billed termly in advance.
- A notice period of at least one full half-term must be given for any amendments or cancellations of regular tickets. A half term ends on the last day of school.

Ad-Hoc Tickets

- For single journeys or for travel for a specified period of time.
- Do not attract discounted fares.
- Can be booked up to 90 minutes before the scheduled coach departure time.
- Ad-hoc tickets can be booked via the Transport Office by phone.
- Ad-hoc tickets cannot be cancelled, amended, or transferred.
- Ad-hoc tickets are billed termly in arrears.

Habs Hubs Tickets

- Reception to Year 2 pupils can travel to and from Habs Hubs on the morning and 4.15 afternoon coach services only (i.e. they will not be able to travel on the 5.30 late service).
- Tickets for this service must be booked via the online request form on the Habs app.
- Bookings for regular travel by R-Y2 pupils on Hub routes will need to be made at least 5 school days in advance. This is to ensure the necessary checks can be made and ensure staff supervision is in place.
- Your child may only travel to/from the stop and route they are booked to.
- Tickets are sold on a termly basis. Pupils do not need to travel every day, nor on both the morning and afternoon service – the combination of travel is to suit the family. However, whatever travel is taken does need to be consistent each week throughout a term.
- Tickets will automatically renew at the end of each school term and for each new academic year until we receive a cancellation request.
- Regular tickets attract discounted fares based on the frequency of travel.
- **For safety reasons, ad-hoc tickets are not available for the Hub service.**
- To use Habs Hubs, there is a surcharge of £4 per ticket to cover the cost of administration.
- In the case of Habs having to cancel travel due to unavailability of staff supervisors, the ticket will be refunded. Please note, no compensation will be given.

Further Information

Coach Stewards

- The majority of our routes have a steward from each senior school who report to the Transport Coordinators.
- The Coach Stewards are given safety and safeguarding training.
- Their presence on the coach helps to maintain good standards of behaviour.
- The Stewards are there to assist passengers when needed. This may include help with luggage, or advice on how to keep themselves and their fellow passengers safe.
- Coach Stewards can be identified on the photo posters that are displayed around school. If a passenger would like assistance to identify the Coach Steward for their route, they should speak to a member of staff at the coach park.
- Stewards submit weekly reports which include details such as:
 - any emerging issues
 - detail any slippage on departure and arrival times
 - an update on pupil behaviour
 - seat belt law adherence
 - any passenger breaches of the Terms of Service

Communication

- The Transport Office uses notifications with the SchoolBusTracker app and Habs app to communicate information to our students and their families.
- We strongly recommend that all passengers and their families download and register to use the Habs SchoolBusTracker Parent app and the Habs app to ensure notifications are received as early as possible.
- Please ensure that you enable notifications in the settings for both apps.
- You may receive information from the Transport Office relating to:
 - Urgent service information whilst the coaches are on route
 - Urgent service information prior to the route starting
 - Special events such as Sports Day
 - Timetable amendments
 - Planned roadworks
 - Non-urgent service information
 - Termly updates

Contact information

For further information please refer to the schools' websites. Parents and guardians will also have access to the Habs app.

If you have any concerns or queries about school transport, please contact the Transport Office on **020 8266 1920** or email at transport@habselstree.org.uk.