

TERMS AND CONDITIONS

FOR A1, W & C SERIES TRANSPORT PROVIDED BY
CALDAY GRANGE GRAMMAR SCHOOL AND WEST KIRBY GRAMMAR SCHOOL

By purchasing an Annual Pass, you and your child are entering into an agreement between yourselves and Calday Grange Grammar School and West Kirby Grammar School.

1. Your commitment is for payment of transport for each day of the school year. Payment for the Annual Pass must be made in full and is **not refundable** for any time your child does not need to use the bus.
2. Refunds are **only** offered if you move out of area or the student leaves the school.
3. If in the future government advice regarding a health emergency means it is unsafe for people to travel on public transport we will endeavour to provide refunds to parents after all financial obligations to transport operators have been satisfied.
4. We reserve the right to ask your child to relinquish their Annual Pass if full payment is not made and to recover any unpaid debts through an external debt collection agency.
5. We commit to transport your child to and from School each day of term at the agreed times.
6. There are rare occasions when due to a different school finishing time we may request you to make special arrangements for collecting your child, e.g. school trip, extra-curricular activities.
7. If the bus service is cancelled for any reason, for example in the event of bad weather, both schools will notify parents in their usual manner. There will be a notice on the front page of the Calday Grange Grammar School website at calday.co.uk
8. Students must produce a valid pass on every journey which must be shown to the driver. Failure to have and show a pass may result in being denied travel. Parents/carers will then be responsible for ensuring their child can travel to and from school.
9. Students must only travel on the bus route for which they hold a valid pass.
10. It is the responsibility of parents to arrange alternative transport if travel is denied for any reason. For safety reasons, you are advised to have alternative arrangements in place, that your child is aware of, in the event that the child misses the bus or travel is denied for any reason.
11. Undesirable behaviour is never acceptable and could result in your child not being allowed to use school transport. *Home to School Transport - Code of Conduct* is within this booklet and students are expected to abide by it.
12. Students must wear the seatbelts provided at all times. In the interests of safety to all passengers on school transport we reserve the right to refuse to carry any student who does not comply with this requirement.
13. CCTV is routinely recorded for the safety and security of students and drivers.

CODE OF CONDUCT

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STUDENTS

- You are also abiding by your own school's code of conduct/behaviour policy when travelling to and from school.
- Remember that the time stated on the timetable is the departure time. Please be at your pick up point at least five minutes before.
- Carry your bus pass and be ready to show it to the driver every time you board the bus. You will not be allowed to travel if you do not produce a valid pass.
- Only use the bus stated on your pass.
- Fraudulent use of this pass will result in the pass being confiscated and travel privileges suspended.
- Be aware of the danger zone (the immediate area around the vehicle), where it can be difficult for the driver to see students, especially near the vehicle entrance.
- Please board the bus sensibly and in single file – don't push and shove.
- Store your bags and belongings safely – in luggage racks or under your seat – remember they are your responsibility.
- Always listen and be polite to your driver.
- Foul and offensive language will not be tolerated.
- Remember that what you may think is harmless fun e.g. throwing things around the bus and shouting, can be distracting to your driver and therefore very dangerous to all on board.
- Never interfere with the emergency exit doors or other bus equipment e.g. safety hammers or extinguishers.
- Seat blocking is not acceptable, It's important that all bags and belongings are placed on the floor **NOT** the seats, anyone paying for a bus pass is paying for a seat and needs to be seated at all times during the journey.
- You must stay seated at all times as it is dangerous to move around when the bus is moving.
- Your seat belt should be fastened
- Keep your hands, feet, head and belongings inside the vehicle at all times.
- Smoking is not permitted on the buses, this includes e-cigarettes.
- You must take any litter home with you. Don't leave it on the bus.

PARENTS

Please ensure that your child has read and understands this Code of Conduct and understands its importance. They should know that it is their responsibility to adhere to it and the implications if they do not. Parents should also ensure that -

- Your child knows the correct bus number.
- You arrange that your child is at the bus stop in good time for the bus and collected promptly.
- Your child is aware of alternative arrangements in the event that they miss the bus or travel is denied for any reason.
- Your child is familiar with the walking route to and from the pick-up point.
- Your child knows how to cross the road safely and to behave responsibly on the way to and from the pick-up point.
- Your child has a valid travel pass at all times.
- Your child understands the importance of wearing seat belts.

PASSES MAY BE WITHDRAWN IF BEHAVIOUR ON TRANSPORT IS UNACCEPTABLE



FREQUENTLY ASKED QUESTIONS

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What happens if we change our address or move to a different school?

Please email buspass@calday.co.uk to let us know your change of address. You will be able to transfer the bus pass to an alternate bus if there is an available space. There may be an additional fee to pay if the bus pass price differs from your child's current pass price. Refunds are only available when a student leaves the school or moves out of area.

My child has passed their driving test and will no longer be using school transport. Please may I have a refund?

No, refunds are only available when a student leaves the school or moves out of area.

Are partial refunds available when a student in Year 11 or Year 13 completes their examinations in the Summer term?

No, payment for the Annual Pass must be made in full and is not refundable for any time a student does not need to use the bus.

My child does not need to use the school bus every day. Can I pay a reduced price?

The cost of bus passes is carefully calculated at the beginning of the academic year and is based on the number of vehicles required and the estimated number of passengers for the year. Therefore we are unable to offer a reduced price for partial use.

I think my child may be eligible for financial support to help towards the cost of a bus pass. How do I apply for financial support?

More information about financial support is available at [Financial Support | West Kirby Grammar School](#). If you wish to request financial support, please complete the form at this [link](#) and our team will assess your eligibility.

Do students need to carry their pass every day?

It is important that all students carry their pass and be ready to show it to the driver each time the vehicle is boarded. Passes should be kept safe and in good condition. Lost/damaged passes should be replaced immediately. The charge for a replacement bus pass is £5 and they can be purchased on the school shop at <https://caldayshop.co.uk/>. This is with the exception of the C3 service – replacement passes are available for £5 on Sco-Pay.

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How is poor behaviour managed on school buses?

Poor behaviour on the journey to and from school will be treated seriously and could result in your child being temporarily or permanently banned from travelling. Please refer to the Code of Conduct

What if my child misses the bus?

Parents should ensure their child is aware of alternative arrangements in the event that they miss the bus or travel is denied for any reason.

What if my child loses something on the school bus?

If your child loses something whilst they are on the school bus we suggest that you contact the bus provider as soon as possible as they will be able to help.

<i>Al's Coaches (A1 & C3 services)</i>	0151 653 0222
<i>Selwyns Travel (W1, W3, W5 and W7 services)</i>	01928 572 108
<i>R&J Travel (W6 service)</i>	0151 648 4206

Who can I contact if there are problems or I have a complaint?

Please contact the school by email at buspass@calday.co.uk and we will direct your complaint to the appropriate person. This applies to all services with the exception of the WKGS C3 service where enquiries can be directed to finance@wkgs.net