

KQT School Bus Service

Terms and conditions

Departure

Please be punctual as the bus will **not** wait for late-comers. However, buses are required (by The Queens School) to await arrival of the Queens Juniors bus before departing on the pm run.

Payment

All payments are non refundable.

If a direct debit payment is declined, then we will attempt to take the payment once more, if the balance is not paid within 72 hours then the bus pass will be voided.

In the event of COVID 19 (coronavirus) or similar pandemic causing a school closure (Kings or Queens Chester) of more than 2 consecutive qualifying weeks and no bus service is provided, then a 75% pro rata refund will be made for every whole week the school continues to be closed after this period.

Termination

One terms notice must be given (excluding Bus Hoppers), if you no longer wish your child/children to use the service. The organizers reserve the right to cancel any child's place without reason

Standards of Behavior

All children are expected to behave in a responsible and sociable manner. The organizers reserve the right to terminate a child's place on the bus for persistent anti-social behaviour.

Bus Passes

Each student will be issued with a unique QR code individual to them which is valid whilst no payment is outstanding, this must be swiped on the start of each journey on the bus. Travel maybe declined if a valid QR code is not presented. These are non transferrable.

Guests.

Guests of **Bona-Fide** Pass Holders may travel with the pass-holder on an occasional basis, subject to availability of seats. There is a charge of £5.00 per person per single journey for this service, payable to the Bus Driver. He/She will have the final say as to whether or not non pass-holders will be carried.

CCTV

CCTV Audio and Visual recording equipment maybe in use on vehicles used on this route for the purposes of safety, security and quality control. This system is operated by Merediths Coaches.

GDPR

We are committed to ensuring that your privacy is protected, that your personal information is used for legitimate purposes and is kept secure. All data is collected for the purposes of providing a safe, reliable, good quality service. Data regarding your child is held securely to enable fraud prevention, to allow us to provide a safe service and keep parents informed.

SEAT BELTS

Seat Belts must be worn.

Missed Stops

Passengers should **not** assume that the driver is aware of their presence on the bus or at which stop they will be leaving the bus. In the event of a new or non regular driver, passengers should make him/her aware of the stop they require. This is very important at times in the year when only one of the Chester Schools is travelling and passenger numbers are reduced. If the

required stop is missed then the bus will continue to the next scheduled stop. This should enable time for passengers to make revised pick-up arrangements.

Transfers between the Whitchurch and Nantwich Buses

Bus passes are not transferable and can only be used on the service for which they have been issued.

Updated 14.07.2020