



JKHS BUS TRANSPORT TERMS AND CONDITIONS

Use of JKHS buses and the purchase of JKHS bus tickets is subject to unconditional acceptance of the terms and conditions below. You must have read and accepted these terms and conditions of travel before purchasing a bus pass or bus ticket or travelling on a school bus.

Passenger Rules

- i. JKHS bus transport is available to current JKHS students only.
- ii. Passengers must always abide by the JKHS student charter/code of conduct.
- iii. Where a passenger is in breach of the JKHS student charter/code of conduct or these guidelines and terms and conditions, they may be subject to disciplinary action and their right to use transport organised by JKHS may be withdrawn.
- iv. Students who are suspended, excluded, or leave JKHS for any other reason, will instantly forfeit their right to use JKHS transport.
- v. Where a student is refused entry to a bus or requested to leave the vehicle, it is the responsibility of the parent/carer to make alternative transport arrangements. Should JKHS deem it necessary to arrange alternative transport the parent/carer will be required to reimburse these costs in full plus an administration fee of £5.
- vi. Students who cause damage to any vehicle will be charged for the full repair cost, will be subject to disciplinary action and their right to use transport organised by JKHS may be withdrawn.

The Service

- i. JKHS accepts no responsibility for unavoidable delays and route changes due to forces outside its control, for example: road traffic accidents and traffic congestion.
- ii. JKHS reserves the right to vary routes and/or pick up points/times for organisational or safety reasons.
- iii. Travel delays and updates to the JKHS bus service are communicated via email.

Passes and Tickets

- i. A bus pass or ticket, purchased through ShuttleID is required to travel on JKHS buses. Cash payment will not be accepted on buses.
- ii. An annual pass (direct debit) is available to purchase from ShuttleID. Upon successful completion of a purchase, customers will receive a QR code by email which will be scanned each time they board the school bus. Customers are encouraged to carry a paper copy of their ticket as well as having it on their mobile device.
 - a. For annual passes purchased by direct debit, the first instalment will be taken at the time of purchase. Subsequent instalments will be taken on the 1st of each month starting 1st October and ending 1st May. It is the responsibility of the payer to ensure funds are in place when the payment is taken from the bank. Failure to have funds in place will result in a failed payment and cancellation of the bus pass.
- iii. To use a pass or ticket purchased through ShuttleID, the passenger must be in possession of a mobile device or have a printed version of the ticket to scan when they board the school bus.



- iv. Failure to present a valid bus ticket, could result in the student being denied access to the bus.
- v. Students must take full responsibility for the safe keeping of their bus ticket. Screenshots are allowed.
- vi. Bus passes purchased via ShuttleID are unique to individuals and are for the sole use of the student making the original purchase. Any student attempting to use a pass which they have not legitimately purchased or been awarded for their own use will be subject to disciplinary action and the right to use transport organised by JKHS will be withdrawn. JKHS may also terminate, without refund, the pass of the user account which is being misused.
- vii. Any student found to be using a fraudulent ticket will be subject to the JKHS disciplinary system and may lose their right to travel on the bus.
- viii. It is not permitted to travel without a valid ticket and pay in arrears. If parents are unable to purchase a valid ticket must contact jkhstransport@jkhs.org.uk in advance of travel. In such circumstances JKHS will make all reasonable efforts to facilitate travel.
- ix. Checks will be carried out on bus tickets. Any student found to be travelling without a valid bus ticket will be subject to the JKHS disciplinary policy and their right to use transport organised by JKHS may be withdrawn.

Refunds Policy – Bus Passes and Tickets

- i. For annual bus tickets paid for via direct debit instalment payments, it is the user's responsibility to cancel future direct debit transactions with their bank in situations where the bus pass is no longer needed.
- ii. No refunds will be issued for payments already made other than in exceptional circumstances as agreed by the school

General rules

JKHS provides bus transport for the benefit of its students and is committed to providing a quality service for all users of school buses. In order to ensure the safety of all passengers and smooth running of buses, all users of JKHS buses must abide by the terms and conditions of travel

TERMS AND CONDITIONS OF TRAVEL ON JKHS TRANSPORT

- i. Smoking or the use of naked flames is not permitted (including the use of e-cigarettes or vapes)
- ii. Reasonable standards of behaviour, particularly towards others, are always expected. Bullying will not be tolerated, and any passenger suspected of such behaviour will be immediately removed from the use of school transport until a full investigation has been completed.
- iii. The carrying or consumption/use of alcohol/controlled substances is not permitted.
- iv. Knives and other sharp objects are not to be carried on any school transport under any circumstances.
- v. Wilful damage to vehicles or their contents or interference with anything provided in the interest of Health and Safety, is not permitted.
- vi. Remain seated and where seatbelts are provided, they must be worn at all times.
- vii. Arrive at the bus stop at least 5 minutes before the departure time.
- viii. Respect the vehicle and leave it clean and tidy. Take your litter with you.
- ix. Do not distract the driver while the vehicle is in motion.



- x. Only listen to music through personal earphones/headphones (not through speakers) so as not to disturb fellow passengers or the driver.