



School Transport Service Terms and Conditions

1. Introduction

These Terms and Conditions govern the use of the School Transport Service ("the Service"). By registering a pupil for transport, parents/carers agree to comply with these terms.

The Trust reserves the right to amend these Terms and Conditions at any time. Parents/carers will be notified of any significant changes.

2. Eligibility

2.1 Transport places are subject to availability.

2.2 The Trust reserves the right to allocate, withdraw, or amend transport arrangements as necessary.

2.3 The Service is available only to pupils registered with the Trust (Wolgarston High School and The Rural Enterprise Academy).

3. Registration and Booking

3.1 All pupils must be registered before using the Service.

3.2 Parents/carers must provide accurate and up-to-date contact information and notify the Trust of any changes immediately.

3.3 Use of the Service may be restricted or withdrawn if registration details are incomplete or inaccurate.

4. Collection and Drop-Off

4.1 Pupils must be at their designated pick-up point at least five minutes before the scheduled collection time.

4.2 Drivers are not required to wait for late pupils.

4.3 The Trust cannot guarantee exact collection or arrival times due to traffic, road conditions, weather, or other unforeseen circumstances.

4.4 The Trust determines transport routes and stopping points. Parents/carers are responsible for assessing whether the designated stop is suitable for their child and for ensuring safe travel to and from that location.

5. Pupil Conduct

To ensure the safety and comfort of all passengers, pupils must:

- Follow all instructions given by the driver or transport supervisor.
- Remain seated while the vehicle is in motion.
- Wear seatbelts where provided.
- Behave respectfully towards staff, drivers, and fellow passengers.
- Refrain from causing damage to the vehicle or property.
- Avoid behaviour that could distract the driver or compromise safety.

The following are strictly prohibited:

- Bullying, harassment, or abusive language.
 - Fighting or threatening behaviour.
 - Vandalism.
 - Smoking, vaping, or possession of prohibited substances.
 - Bringing dangerous or prohibited items onto the vehicle.
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6. Disciplinary Action

6.1 The Trust reserves the right to investigate incidents of misconduct.

6.2 Depending on the severity of the incident, sanctions may include:

- Verbal warning.
- Written warning to parents/carers.
- Temporary suspension from the Service.
- Permanent withdrawal of transport privileges.

6.3 No refund will normally be provided for periods of suspension due to misconduct.

7. Safety

7.1 The safety of passengers is the highest priority.

7.2 Pupils must wear seatbelts where fitted and available.

7.3 Emergency exits and safety equipment must only be used in genuine emergencies.

7.4 Any accident, injury, or safety concern should be reported to the School as soon as possible.

7.5 In the event of a breakdown, accident or emergency, pupils must remain under the direction of the driver and/or emergency services personnel.

8. Medical and Additional Needs

8.1 Parents/carers must inform the Trust of any medical conditions, allergies, disabilities, or additional needs that may affect a pupil's use of the Service.

8.2 The Trust will make reasonable adjustments where required under the Equality Act 2010, subject to operational and safety considerations.

8.3 Where necessary for the safe operation of the Service, the Trust may share relevant contact information and medical or additional needs information with its contracted transport provider(s), including coach and bus companies. The Trust will only share information that is necessary for the provision of the Service, safeguarding, health and safety, emergency response, or to enable reasonable adjustments to be made for the pupil. Such information will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

9. Fees and Payments

9.1 Transport fees must be paid in accordance with the Trust's payment arrangements.

9.2 Failure to make payment may result in suspension or withdrawal of transport provision.

9.3 The Trust reserves the right to review and amend transport charges with reasonable notice.

9.4 Refunds will not normally be provided for absences, school closures, adverse weather, transport disruption, or pupil suspensions unless otherwise determined by the Trust.

10. Cancellations and Changes

10.1 Parents/carers must provide written notice if transport is no longer required.

10.2 The Trust reserves the right to alter routes, pick-up points, schedules, or vehicle arrangements where operationally necessary.

10.3 The Trust will endeavour to provide reasonable notice of any significant service changes.

11. Personal Property

11.1 Pupils are responsible for their personal belongings while using the Service.

11.2 The Trust accepts no liability for lost, stolen, or damaged items unless caused by the Trust's negligence.

12. Service Disruption

12.1 The Service may occasionally be affected by adverse weather, road closures, vehicle breakdowns, industrial action, or other circumstances beyond the Trust's control.

12.2 The Trust shall not be liable for delays, cancellations or interruptions caused by circumstances beyond its reasonable control.

12.3 The Trust will make reasonable efforts to notify parents/carers of disruptions but cannot guarantee uninterrupted service.

12.4 Where the Service is unable to operate due to circumstances beyond the Trust's reasonable control, parents/carers will be responsible for ensuring that pupils are transported to and from school by alternative means. The Trust will endeavour to provide notice of any such disruption where reasonably practicable.

13. Liability

13.1 The Trust will take reasonable care in arranging and providing the Service and will use reasonable endeavours to ensure that the Service operates in accordance with the published arrangements.

13.2 Nothing in these Terms and Conditions excludes or limits the Trust's liability for death or personal injury caused by its negligence, fraud, or any other liability that cannot be excluded or limited by law.

13.3 Parents/carers remain responsible for pupils before boarding and after leaving the transport vehicle, including ensuring that suitable arrangements are in place for the pupil's safe onward journey where required

13.4 Where the Service is disrupted, suspended, delayed, or cancelled for any reason, including circumstances beyond the Trust's reasonable control, parents/carers remain responsible for making alternative arrangements to ensure the pupil attends school and returns home safely.

13.5 Except where required by law, the Trust shall not be liable for any loss, cost, expense, inconvenience, or consequential loss arising from delays, disruptions, suspension, or cancellation of the Service

14. Data Protection

14.1 The Trust will collect and process personal data, including contact details and, where necessary, information relating to a pupil's medical conditions, disabilities, allergies, or additional needs, for the purposes of administering and safely operating the Service. All personal data will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Trust's Privacy Notice

14.2 Where necessary for the provision, administration, safeguarding, health and safety, or emergency operation of the Service, the Trust may share relevant personal data, including contact information and medical or additional needs information, with contracted transport providers, including coach and bus companies. The Trust will only share information that is relevant and necessary for these purposes and will require such providers to process the information in accordance with applicable data protection legislation

15. Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children. Any safeguarding concerns arising during the provision of transport may be reported, recorded and managed in accordance with the Trust's safeguarding policies.

15.1 The service operates in accordance with the Trust's safeguarding and child protection policies

15.2 Any safeguarding concerns arising during transport may be referred to the School's Designated Safeguarding Lead

15.3 Pupils are expected to follow safeguarding instructions given by transport staff

16. Complaints

16.1 Any concerns regarding the School Transport Service should, in the first instance, be raised with the Transport Service Administrator.

16.2 Formal complaints relating to the operation of the Service will be managed in accordance with the Trust's Complaints [Policy](#).

16.3 Complaints, concerns, or requests relating to the collection, use, sharing, retention, or security of personal data should be raised in accordance with the Trust's Data Protection Policy and Privacy Notice. Individuals also have the right to contact the Trust's Data Protection Officer regarding any data protection concerns. Details on the trusts website.

16.4 If an individual remains dissatisfied with the Trust's handling of a data protection matter, they may lodge a complaint with the Information Commissioner's Office (ICO).

<https://ico.org.uk/make-a-complaint/>

17. Acceptance

By applying for and using the School Transport Service, parents/carers and pupils acknowledge that they have read, understood, and agreed to these Terms and Conditions. Acceptance of these Terms and Conditions constitutes agreement to the Trust processing and sharing relevant personal data, including contact and medical information where necessary, for the purposes of administering and safely operating the Service in accordance with the Trust's Privacy Notice.

School Name: Penk Valley Academy Trust/Wolgarston High School/The Rural Enterprise Academy

Effective Date: Academic Year 2026-2027

Parent/Carer Name: _____

Signature: _____

Date: _____