



## School Transport Service 2025 - 2026

### Conditions of Use

#### 1. Transport bookings

- Termly bookings should be made ahead of the start of each term using the [online booking form](#). Bookings are accepted on a first come, first-served basis.
- Priority will be given to those booking daily return journeys; morning/afternoon-only places may only be booked subject to availability. Should you wish to book a one-way daily journey, please email [transport@farnborough-hill.org](mailto:transport@farnborough-hill.org) to check availability before completing the online booking form. Where there is unmet demand on a route for a full-time seat, a morning or afternoon place must either be upgraded to a return journey or relinquished.
- Ad hoc bookings must be made through the StudentSafe App.

#### 2. Amendments / Cancellations

- Requests to amend a booking (e.g. frequency, route, pick up location, or drop off point) must be made by emailing [transport@farnborough-hill.org](mailto:transport@farnborough-hill.org).
- One full term's notice in writing is required to cancel a place on the School bus or to reduce a full-time place to a part-time place. Please be aware that this applies to pupils in Year 11 or Upper Sixth who might want a part-time place for the Summer term. Where appropriate notice is not received, the transport fee for that term will be charged in lieu.

#### 3. Use of the Service

- Pupils can only travel on their registered route and must adhere to the school's Behaviour Policy and Pupil Code of Conduct.
- Pupils may not invite friends on the bus for one-off trips unless an ad-hoc booking has been made on the StudentSafe app.
- The minibus or coach will not leave the bus stop before the published time and is unable to wait for late arrivals. It is advisable to arrive 5 minutes early.
- If your daughter has a large amount of luggage to carry on a particular day, please check first that there is space, by emailing [transport@farnborough-hill.org](mailto:transport@farnborough-hill.org). Please note that this includes larger musical instruments such as guitars, cellos, violins and saxophones.

#### 4. Changes to Service

- The school reserves the right to alter routes after publication subject to notice.

#### 5. Payment & Charges

- The cost for a full-term return or an ad-hoc journey can be found on the transport page of the School [website](#).

- Termly bookings are invoiced by the School; ad-hoc bookings must be paid for at time of booking via debit/credit card.
- Bookings are termly and non-refundable if cancelled part-way through the term for whatever reason. Similarly, journeys booked but not taken are non-refundable.
- Farnborough Hill provides Home to School transport for its pupils and reserves the right to refuse travel to any pupil whose transport fees are not paid. If School fees are unpaid, the place on the transport service may be forfeited.

## 6. Lost Property

- Parents should email the School to report lost items via [transport@farnborough-hill.org](mailto:transport@farnborough-hill.org) or by phone 01252 545197.
- The School will contact the pupil to arrange collection, or it will be available on their next journey.

## 7. Safeguarding

- Pupils in Year 7 and 8 must be collected from their drop-off point in the evening unless prior notice is received by the School in writing to [transport@farnborough-hill.org](mailto:transport@farnborough-hill.org).
- Pupils cannot be picked up or dropped off anywhere other than their agreed stop unless prior notice is received by the School in writing to [transport@farnborough-hill.org](mailto:transport@farnborough-hill.org).

## 8. Pupil Code of Conduct

Pupils are expected to conduct themselves in an orderly fashion. Reports of inappropriate behaviour will be taken very seriously and action taken where necessary. This may ultimately lead to a pupil being denied further use of the service without refund.

Pupils are expected to:

- Be ready to board at the allotted time: the bus is unable to wait for late arrivals
- Travel on their registered bus only
- Be polite and respectful to the driver and other passengers
- Follow instructions from the driver without question – it is for their safety and the safety of others
- Stay in their seats with seat belts fastened. It is the responsibility of the pupil to wear seatbelts. For passengers under 14 years old, it is the responsibility of the driver to ensure seatbelts are worn
- Look after their belongings and keep them in a safe place
- Take litter off the bus
- Inform the bus driver if they see inappropriate behaviour on the bus

Pupils must not:

- Distract the driver, except in an emergency
- Eat or drink on the bus