

# PUPILCOACH LTD

---

## GENERAL TERMS AND CONDITIONS FOR THE COACH SERVICE TO AND FROM HAMPTON SCHOOL & LADY ELEANOR HOLLES

### 1. Background

Pupilcoach Ltd is a joint trading company wholly owned by the two schools. It exists to provide a service to Hampton and LEH parents requiring help in getting their children to and from school. The service is run on a day-to-day basis by the Coach Co-ordinator, Mrs Elizabeth Hutchinson. A list of the current coach routes is enclosed.

### 2. Financial Policy

The service, including overheads, is paid for by those parents using the service. The financial plan aims to break even over the course of the financial year and to provide no subsidy from the two schools. Charges will be collected termly via the school billing system. In the event that a child does not use the place for a day or period of days, no refunds are given.

### 3. Timetable

The morning timetable is designed to allow the pupil to arrive at their school in good time for the start of the working day. Normally they arrive on time but given the level of traffic congestion in the area it is not possible to guarantee this will always happen. Parents should take this into account when their child has an early start for a public examination.

### 4. Booking and Allocation of Places

Parents wishing to use the service must complete a Coach Booking Form. Once a place is allocated it will remain with the pupil unless:

- The place is withdrawn in accordance with Paragraph 7.
- Notice is given to cease using the service in accordance with Paragraph 12.
- Demand for the particular route falls to such a point that it is no longer economically viable. In that case a place on an alternative service will be offered, if feasible.

### 5. Service

It is the objective of the service to provide a place for every pupil for whom a booking form has been received and who resides within the catchment area. Wherever possible this will be on the route requested by the parent. Where this is not possible the pupil will be placed on a waiting list and allocated a seat on the preferred route as soon as a place becomes available. Temporary alternative arrangements may be offered.

### 6. Pick Up and Drop Off Points

The pick up and drop off points will be notified by the Joint Coach Office to all parents who use the service. Coach drivers are only permitted to stop at these points and are expressly forbidden from deviating from this schedule. It is the responsibility of parents to ensure their child arrives at the pick up point in good time and that they are supervised adequately until the coach arrives. Morning and afternoon arrangements must take account of delays caused by traffic congestion.

### 7. Supervision on Coaches

There are no supervisory staff on the coaches and it is to the credit of the pupils that instances of indiscipline are rare. Nevertheless coach drivers have instructions to report all such instances and both schools treat reports of this nature in a very serious manner. Normally, one warning will be given and any repeat occurrence will lead to the pupil's place on the coach being withdrawn without refund. Where the incident is of a very serious nature, the withdrawal will be immediate.

### 8. Safety

In the mornings pupils are dropped off on the school side of Hanworth Road within easy walking distance of their respective pedestrian entrances. In the afternoon both schools supervise the process of loading coaches within their own grounds. When on a coach your child must remain seated at all times and use the safety belt provided. Parents are asked to impress upon their children the importance of using the seat belt.

### 9. Departure

In the afternoon coaches depart promptly from the two schools at 4.15 pm and it is important your child appreciates the need to go straight to the appointed coach park at the end of the school day.

### 10. Change to Routes etc.

In order to run a cost effective and punctual service we may need from time-to-time to alter the coach arrangements. We must, therefore, reserve the right to alter routes, pick up points, times and the coach companies used. We will endeavour to keep changes to a minimum and provide as much warning as the circumstances allow.

### 11. Visitors

Where your child is sponsoring a visitor at their school e.g. overseas exchange student or wishes to bring a friend home, the parent must first contact the Coach Co-ordinator and check there is space available on the coach.

### 12. Notice

The notice period is one half term. The notice must be in writing and received in The Joint Coach Office by 12.00 pm on the first day of the new half term. Notice is not required where the pupil is leaving at the end of the upper sixth form year.

### 13. Termly Charge

The termly charge will normally cover the whole of the academic year, however, we do reserve the right to make changes in-year and pass on increased costs above that allowed for in the business plan. The charge for the next academic year will be notified to parents by no later than 15 May annually.

### 14. Emergencies

In the event of an emergency e.g. coach breakdown, the Coach Co-ordinator will endeavour to establish the cause of the problem and pass the information to parents.