



STONAR

STONAR BUS POLICY

**Code of conduct
for parents, guardians and pupils**

Last updated 22 May 2023

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Guidelines

In order to support parents/guardians in their responsibility to get their children to and from school, Stonar provides subsidised transport for eligible children* in the form of either a reserved seat on a Stonar minibus **or** a reserved seat on a contract vehicle. Stonar aims to provide transport on all routes where there is sufficient demand but cannot guarantee that a particular route will always be available. (**Eligible children: Pupils in EYFS are not permitted to use school transport. Pupils in Years One & Two are ONLY allowed to use school transport with the written agreement of the Head of Prep.*)

For health and safety purposes, parents/guardians wishing their child to use school transport where no formal agreement already exists must contact the Travel Office at least two days in advance of travel to reserve a seat. If a seat is available, you will be advised by the Travel Office. No child will be allowed to travel without this confirmation.

In order to facilitate the use of the Stonar bus service, parents and guardians are asked to adhere to the following guidelines:

- SchoolBase notifications must be switched on as this is the easiest way for us to contact a group of parents at short notice.
- Parents/guardians are responsible for their child getting to and from pick-up and drop-off points. Children must be at the designated stop at least 5 minutes before scheduled pick-up time
- Changes to bus stops may only be agreed in writing with the Travel Office. Alternative arrangements must not be made with the driver in case they are not available at short notice
- It is compulsory for children under the age of 11 to be accompanied by their parent/guardian, who will supervise them boarding the bus in the morning and meet them in the evening
- Failure to meet the bus promptly will result in the child being returned to school for a fee of £30, where they will be placed in boarding until they can be collected, which could also incur additional charges for care and supervision in the boarding house
- If the bus should fail to arrive, and you have left your child at the designated bus stop in the morning, it is your responsibility to ensure your child knows what to do
- Children are expected to behave responsibly while waiting for and travelling on the bus
- Parents/guardians are responsible for any damage to the bus caused by their child. This includes, but is not limited to, damage to the interior/exterior, depositing of chewing gum, graffiti, spilling of food or drink
- All pupils have a personal responsibility for their own safety as well as the safety of others in the journey and must have read, understood and follow the **'Code of conduct for pupils'** on page 4.

- Buses depart no later than 17:25, as per the route timetables, Monday to Thursday, and by 16:10 on Friday. If a pupil misses the bus, they should report immediately to Reception, who will contact their parent/guardian. It is the parent/guardian's responsibility to collect their child; if this is later than 18:00 the child will be sent to a boarding house where extra charges for care and supervision may apply. For children over 11, a taxi transfer may be necessary; this will be billed to the parent/guardian account
- Permanent changes to your original application for day bus usage must be made in writing to the Travel Office.
- Procedure for ad hoc cancellations are as follows:
Early notice cancellation of **morning** pickup – i.e. before the end of school on the previous day, latest 16:30. Email travel@stonarschool.com
Late notice cancellation of **morning** pickup – i.e. after 16:30 on the previous day. Text the bus driver on the route specific mobile (see page 7).
Early notice cancellation of **afternoon** pickup – i.e. before 16:30 on the day, however, as much notice as possible would be appreciated. Email travel@stonarschool.com
Late notice cancellation of **afternoon** pickup – After 16:30. Call Reception or text the bus driver on the route specific mobile (see page 7).
- If any after school activity is cancelled, pupils should attend prep instead; their bus timetable will remain unchanged.

Code of conduct for pupils

Pupils are expected to behave appropriately on the vehicle, following the provided code of conduct and expectations.

Pupils should:

- Make their way to the bus departure point (behind the Sports Hall) immediately after their last lesson or activity
- Inform their tutor and the Travel Office of any unexpected changes to travel plans or if the bus is missed
- Behave courteously towards the driver and other passengers at all times
- Get on and off the bus one at a time in an orderly fashion; do not cross the road immediately in front of or behind the school bus, wait until it has departed and there is a clear view of traffic in both directions. Where possible, use pedestrian crossings
- Sit in their allocated seat if a seating plan is in place
- Only sit in the front seat with the driver's permission
- Remain seated until the bus comes to a complete stop
- Wear their seatbelts at all times; all school and contracted buses are fitted with these. Pupils over the age of 14 take responsibility for wearing their seat belt

- Keep aisles clear and stow bags under seats in front
- In case of emergency, follow the instructions of the driver. Stay in your seat unless instructed otherwise
- Not eat or drink on the bus at any time
- Use the bins provided for disposal of rubbish, or take off the bus and dispose of elsewhere
- Take all belongings with them when they depart the bus
- Not distract the driver unnecessarily during the journey – this is very dangerous
- Not tamper with the emergency exits: they must only be used in an emergency

If a pupil is concerned at any time for their safety upon drop off at their destination, they should inform the driver immediately

Unruly or discourteous behaviour or bullying is not tolerated and drivers will report individuals to the Travel Office who will pass on their concerns to senior management. Any behaviour of this sort could result in discontinued use of the bus service

Weather constraints

During periods of adverse weather conditions it may not be safe to run school transport. In this situation, we will send you a notification via SchoolBase as soon as possible. If you have any doubt as to whether the bus is running, and you haven't received a notification within half an hour of your scheduled pick up time, please text the driver for your route on the numbers supplied on page 7.

Vehicle breakdown / Accident procedure

- The driver will instruct the pupils to stay on the bus unless it is unsafe to do so. Pupils are expected to follow the instructions of the driver at all times while travelling
- The driver will advise the school of any expected delay and whether a replacement vehicle is required. If the driver is unable to contact the school, the driver will liaise directly with police and inform/update parents/guardians as soon as possible
- The school will, if possible, notify parents/guardians of the delay and inform them if their child changes to a replacement vehicle
- If there is no notification of delay and the bus does not arrive within 20 minutes of the scheduled pick-up time, parents/guardians should make alternative arrangements to get to school. Please inform the school at the earliest opportunity, using the contacts on page 7.

Financial terms and conditions of using school transport

- Bus places must be booked for all mornings OR all afternoons OR all mornings and afternoons even if you do not require transport for every journey
- Ad hoc bus places (occasional journeys) can be booked but those requiring full morning / afternoon / every day places will take priority
- Bus usage is charged in advance at the end of each term for the following term. Ad hoc journeys booked during the term are charged in arrears
- Unused journeys are non-refundable under any circumstances including, for example:
 - illness
 - attending any school activity that conflicts with bus timings; e.g. sports / equestrian commitments, drama rehearsals, parents' evenings etc.
 - the summer term when pupils taking exams may not be coming to school every day
- Written notice of one full term is required to cancel the agreement

Privacy policy and data protection

- Day bus operators are supplied with a list of pupil names using the bus and family contact numbers for use in case of emergency
- Information received by day bus operators is stored securely and in the strictest of confidence; information is not shared with third parties

DBS

- It is a Stonar requirement that all external contractors supplying Stonar with transportation are fully DBS checked and approved to work with children and schools
- All Stonar drivers employed by the school are DBS checked before employment commences

Useful contact numbers

Main point of contact: Travel Office - term time only: 08.30–17.30, Monday to Thursday and 08:30–16:30 on Friday.

Travel Office: 01225 701 747, Email: travel@stonarschool.com

FOR EMERGENCIES WITHIN NORMAL OFFICE HOURS YOUR FIRST CONTACT IS THE TRAVEL OFFICE

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|-------------------|---------------|
| Travel Office: | 01225 701 747 |
| HR Officer: | 01225 701 793 |
| Stonar Reception: | 01225 701 740 |
| Malmesbury route: | 07595 609 830 |
| Bath route: | 07595 609 849 |
| Aldbourn route: | 01793 825 994 |
| Westbury route: | 07894 873 129 |
| Devizes route: | 07768 104 720 |

FOR EMERGENCIES OUTSIDE NORMAL OFFICE HOURS ADDITIONAL CONTACT NUMBERS ARE....

| | |
|-----------------|-------------------------------|
| Hart House: | 01225 701 785 - 07918 746 325 |
| Ganbrook House: | 01225 701 758 - 07918 746 327 |
| York House: | 01225 701 778 - 07718 865 292 |

Complaints procedure

If you have a complaint or wish to discuss any aspect of the school bus service please call the Travel Office on 01225 701 747 or email travel@stonarschool.com and copy in the Head, head@stonarschool.com

If you would like to send your complaint in writing, please send it to:

The Head
Stonar
Cottles Park, Atworth
Wiltshire SN12 8NT