



School Transport Policy

Day Bus

Code of Conduct for Parents, Guardians and Pupils Using School Transport

Policy last reviewed	April 2026
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Policy owner:	Head of Operations

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1. Policy Statement

This policy outlines the terms, conditions, and expectations for the safe use of school transport at Stonar School. It applies to all pupils, parents/guardians, drivers, and staff involved in transport arrangements.

The Head has overall responsibility for the implementation of this policy, supported by the Travel Co-Ordinator.

This policy should be read in conjunction with the Safeguarding and Child Protection Policy, Behaviour Policy, and Health and Safety Policy.

2. Guidelines

The School is committed to ensuring the safety and wellbeing of all pupils using school transport. Transport is considered an extension of the School environment and all relevant school policies, including the Safeguarding and Child Protection Policy, apply at all times.

All transport arrangements operate in line with UK safeguarding legislation and health and safety requirements.

In order to support parents/guardians in their responsibility to get their children to and from School, Stonar provides subsidised transport for eligible pupils in the form of either a reserved seat on a school minibus or a contracted vehicle. The School aims to provide transport on routes where there is sufficient demand but cannot guarantee that a particular route will always be available.

Drivers are responsible for the safe operation of the vehicle and have authority over all passengers during the journey.

3. Eligibility for Transport

- i. Pupils in EYFS are not permitted to use school transport
- ii. Pupils in Years 1 and 2 may only use school transport with the written agreement of the Head of Prep.
- iii. For health and safety purposes, parents 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. Travel is only permitted once confirmation has been received from the Travel Office.

4. Parent/Guardian Responsibilities

Parents/guardians are asked to adhere to the following:

- i. Ensure their child arrives at and is collected from designated pick-up and drop-off points.
- ii. Pupils must be at the designated stop at least five minutes before the scheduled pick-up time.
- iii. Changes to bus stops must be agreed in writing with the Travel Office. Arrangements must not be made directly with drivers.
- iv. Children under the age of 11 must be accompanied by a parent/guardian at pick-up and

- drop-off unless written consent has been provided.
- v. Parents/guardians remain responsible for ensuring their child's safety and making appropriate alternative arrangements if transport is disrupted or the bus fails to arrive.
- vi. The School will make reasonable efforts to communicate delays or cancellations.
- vii. Pupils must behave responsibly at all times in accordance with School Policies.
- viii. Parents/guardians may be held responsible for damage caused by their child to vehicle.
- ix. All pupils must read, understand, and follow the Code of Conduct.

Buses depart according to the published timetable. If a pupil misses the bus, they must report to Reception immediately, and parents/guardians will be contacted. Responsibility for collection remains with the parent/guardian, and additional charges may apply where supervision is required. If a pupil is not collected, they may be returned to School or alternative arrangements made, and additional charges may apply.

5. Cancellation

Cancellations should be communicated as follows (see contact information at Paragraph 11):

5.1 For Morning Buses

Early notice (before 4.30pm the previous day) – parents/guardians should email the Travel Coordinator.

Late notice (after 4.30pm the previous day and before 8.30am on the day of travel) - parents/guardians should send a text message to the route driver.

5.2 For Afternoon Buses

Early notice (before 4.30pm on the day of travel) – parents/guardians should email the Travel Coordinator.

Late notice (after 4.30pm on the day of travel) – parents/guardians should contact School Reception or the route driver.

If a pupil is absent from School on the day of travel (e.g. due to illness), parents/guardians must notify all of the following:

- i. The Travel Coordinator
- ii. School Reception
- iii. The route driver

This is to ensure the safety of pupils and that drivers are aware of any non-attendance.

6. Code of Conduct for Pupils

School transport is considered an extension of the School environment, and all relevant School policies apply at all times. This code of conduct sets out the expectations for pupil behaviour to ensure the safety, wellbeing, and safeguarding of all passengers while using School transport.

Pupils are expected to:

- i. Make their way promptly to the bus departure point following their final lesson or activity.
- ii. Inform their tutor and the Travel Office of any changes to travel arrangements or if the bus is missed.
- iii. Follow all instructions given by the driver.
- iv. Behave courteously and respectfully towards the driver and other passengers at all times.
- v. Remain seated at all times until the vehicle has come to a complete stop.
- vi. Wear a seatbelt at all times. Pupils aged 14 and over are responsible for ensuring their seatbelt is worn.
- vii. Board and leave the vehicle in a safe and orderly manner. Pupils must not cross the road immediately in front of or behind the bus and should wait until it has departed and it is safe to cross.
- viii. Sit in their allocated seat where a seating plan is in place.
- ix. Only sit in the front seat with the driver's permission.
 - x. Keep aisles clear and store bags safely under seats or in designated areas.
 - xi. Not distract the driver under any circumstances, as this presents a significant safety risk.
 - xii. Not tamper with safety equipment or emergency exits except in an emergency.
 - xiii. Use mobile devices responsibly.
 - xiv. Not eat or drink on the bus unless expressly permitted.
 - xv. Note that it is the driver who is in charge at all times.

If a pupil feels unsafe at any point during their journey or at drop-off, they must inform the driver immediately.

The School does not tolerate inappropriate behaviour, including bullying, disruptive, or unsafe conduct. Any concerns will be reported to the Travel Office and escalated to senior staff.

Serious or repeated breaches of this code of conduct may result in the withdrawal of transport privileges.

7. Weather Constraints

The safety of pupils, staff, and drivers is the School's priority when making decisions regarding transport during adverse weather conditions.

Where weather conditions are considered unsafe, the School may delay, amend, or cancel transport services. Decisions will be made by the School based on local conditions, route safety, and advice where appropriate and parents/guardians will be notified as soon as possible via iSAMS or other appropriate communication channels.

If no communication has been received and there is uncertainty regarding transport arrangements, parents/guardians should contact the School or the relevant driver using the contact details provided.

Parents/guardians remain responsible for ensuring their child's safety, including making alternative arrangements where transport is disrupted.

8. Vehicle Breakdown / Accident Procedure

In the event of a vehicle breakdown or accident, the safety and welfare of pupils are always the priority.

Pupils must follow the instructions of the driver at all times.

- i. The driver will ensure the vehicle is in a safe position
- ii. The driver will assess the situation and instruct pupils to remain on the vehicle unless it is unsafe to do so
- iii. Where evacuation is necessary, this will be carried out in a safe and controlled manner
- iv. The driver will inform the school as soon as possible of the situation, including any delay and whether a replacement vehicle is required
- v. Where appropriate, the driver will liaise with emergency services
- vi. Pupils should not be left unattended
- vii. The school will coordinate the response, including arranging alternative transport where required and communicating with parents/guardians
- viii. Parents/guardians will be notified of any significant delay or change to transport arrangements as soon as reasonably practicable
- ix. If the driver is unable to contact the school, they will take appropriate action to ensure the safety of pupils and inform parents/guardians when possible

If a bus does not arrive within a reasonable time (normally 20 minutes), parents/guardians should contact the School and make alternative arrangements where necessary.

All accidents and incidents will be reported to the School and recorded in accordance with school procedures.

9. Financial Terms & Conditions

The following terms apply to the use and administration of the School transport service:

- i. Bus places must be booked for either all mornings, all afternoons, or both, even if transport is not required for every individual journey.
- ii. Ad hoc journeys may be requested; however, priority will be given to those with regular bookings
- iii. Charges for transport are applied in advance at the end of each term for the following term, with ad hoc journeys being charged in arrears.
- iv. Unused journeys are non-refundable. This includes, but is not limited to:
 - a. Illness
 - b. Attendance at School activities that conflict with transport arrangements (e.g. sports fixtures, rehearsals, parents' evenings)
 - c. Reduced attendance during examination periods
- v. One full term's written notice is required to cancel a transport place

The School reserves the right to amend transport routes, schedules, and charges where necessary.

10. DBS & Safeguarding Checks

The School is committed to ensuring the safety and safeguarding of all pupils using its transport services.

All drivers and transport providers engaged by the School must meet appropriate safeguarding requirements.

- i. All school-employed drivers are subject to appropriate pre-employment checks, including enhanced Disclosure and Barring Service (DBS) checks.
- ii. All external transport providers are required to ensure that drivers have been appropriately vetted, including DBS checks where required, and are suitable to work with children.
- iii. The School undertakes appropriate checks and due diligence to ensure that all transport providers meet safeguarding and compliance expectations.
- iv. The School reserves the right to withdraw approval of any driver.
- ii. This section should be read in conjunction with the school's Safeguarding and Child Protection Policy.

11. Contact Information

The main point of contact (including for emergencies) during normal office hours* is:

The Travel Office: Tel: 01225 701747 / 07989 422258 Email: travel@stonarschool.com

* Term time only between 8.30am – 5.30pm (Monday to Thursday) and 8.30am – 4.30pm (Fridays).

Stonar Reception: 01225 701740

Malmesbury route: 07595 609830

Bath route: 07595 609849

Aldbourn route: 01793 825994

Westbury route: 07894 873129

Devizes route: 07768 104720

For emergencies outside normal office hours additional contact numbers are:

Hart House: 01225 701785 - 07918 746325

Ganbrook House: 01225 701758 - 07918 746327

York House: 01225 701778 - 07718 865292