**TERMS AND CONDITIONS FOR USE OF SCHOOL BUS SERVICE**

1. This agreement is made between all school bus passengers, their parents and Truro School in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for pupils’ journeys to and from Truro School is the responsibility of their parents. To assist with discharging this responsibility, Truro School provides a School Bus Service. Parents are responsible for their child at all times including prior to and after boarding and alighting the vehicle.
3. Transport on the School Bus Service must be arranged in advance and is paid for through the booking system Vectare.
4. Bookings are to be made online via truroschool.vectare.co.uk
5. Pupils must be at the bus stop at least 5 minutes before the scheduled time of departure to ensure they do not miss the service.
6. Bookings on the School Bus Service are non-refundable in the event of a pupil failing to travel or no longer requiring the booking. The only exception is if the pupil was attending a school activity or match which was cancelled by Truro School.
7. If single trip travel is cancelled due to inclement weather a refund will be processed for each single journey cancelled.
8. If you wish for your child to use the School Bus Service on an ad hoc basis, or to vary the details of their bus travel as a one-off, you should book travel via the website prior to travel.
9. If your child boards the bus, with your consent, without a booking, an administration charge of £2.50 per journey will be charged. The driver can refuse travel if the register is showing the bus is fully booked, or if your child has previously travelled without a booking – in this instance you will need to make alternative arrangements for them.
10. Good conduct is required at all times – please refer to the ‘Code of Conduct on School Bus Service’.
11. Except when embarking or disembarking, all passengers must remain seated with their seat belts fastened correctly.
12. Whilst on a School Bus, all passengers must accept, without question, the authority of a Truro School member of staff, transport company official or bus monitor who may ask them to obey any reasonable instruction such as to pick up litter, desist from certain actions or to move to a different seat. Failure to comply with these conditions may result in disciplinary action, including temporary or permanent withdrawal of permission to use the School Bus Service.
13. Truro School aims for 95% of journeys to operate within the transport industry window of tolerance of one minute early to five minutes late, however timings may vary due to traffic conditions or unforeseen circumstances. Drivers will not wait past the scheduled departure time.