



Abbey Travel - Home to School

Code of Conduct

Abbey Travel want all passengers to stay safe and travel in comfort. Please agree to the following code of conduct. Parents will be alerted if a child does not keep to the code of conduct set out and following on from that, we may have to withdraw transport.

1. PICK UP POINT

- Parent/child are responsible for being at the pick-up point as formally booked
- Arrive at the pick-up point before the vehicle is due to arrive. Any vehicle that is run to a timetable, will not be able to wait if a child is late.
- If transport is late, be prepared to wait at the pick-up point for 20 minutes but no longer. Child to agree with parents what to do if the bus does not arrive or they fail to catch it (e.g return home or arrange alternative transport arrangements)
- You may only board the vehicle from the pick-up point you have booked. If there are extenuating circumstances, please contact Abbey Travel to agree an alternative (details below).

2. ID BADGE

- All children travelling will be given a ID Badge. Notify the Abbey Travel Office if your child has not previously received an ID Badge.
- If your child has been given a badge and lost it, they can obtain a replacement badge for a fee of £3 by contacting the Abbey Travel Office (details below).
- Only one badge can be possessed at any one time. If a lost badge is found that has since been replaced, please return to the Abbey Travel Office for it to be deactivated from the computer system and destroyed.
- Children are not to use any other persons badge, it is unique to them and Identifies each individual with a picture.
- Abbey Travel will notify each parent via email with the log on details to track the vehicle that their child is travelling on. It is the responsibility of the child to tap themselves on and off of the vehicle every time they travel.



3. KEEPING SAFE WHEN TRAVELLING

- Queue sensibly, well away from the edge of the road, taking care not to block the pavement if there is one.
- Get on and off the bus in an orderly way so you don't hurt yourself or other passengers
- If you need to cross the road once you have left the bus, wait for the bus to drive away so you can see other vehicles and drivers can see you.

4. ON THE BUS

Passenger are to comply with the following rules on board the vehicle :-

- Sit safely in your seat once you are on the bus and you **MUST** use your seat belt if one is provided.
- Do not distract the driver unless there is an emergency
- Do not stand in front of the driver, in the aisle or in the stairwell.
- Do not use emergency exits or doors unless the driver instructs you to or there is a genuine emergency.
- **NO FOOD OR DRINK TO BE CONSUMED ON BOARD**
- Do not use obscene or abusive language
- Bullying will not be tolerated
- Physical aggression of any kind will not be tolerated
- You must not behave in a way that will make other passengers feel unsafe or less comfortable.
- You must not deliberately jeopardise your own safety or the safety of other passengers.
- You must not encourage, coerce or equip other passengers to do anything that may jeopardise their own safety or that of any other passengers.
- Do not throw, kick or otherwise launch objects across the bus to other passengers.
- Do not destroy, deface or deliberately soil any part of the bus. If damage is caused not only will the police be contacted, you will be liable for the full cost of repair and any fees incurred in recovering costs.
- Do not use a mobile phone (or other electronic device) to produce images, videos or recordings of the driver or other transport user.
- Parents to monitor the use of their child's internet and social media networking sites, ensuring that inappropriate messages are not sent or received.
- Follow the driver safety instructions at all times



REPORTING UNACCEPTABLE BEHAVIOUR

The code of conduct exists to ensure that pupils feel safe on board transport provided by Abbey Travel. It is important to us that if you have a concern about behaviour on one of our services you can easily report it.

If you are concerned about behaviour on your child's school bus, please send your report to the email address customerservices@abbeytravel.com . Your report should include:-

- The name of the school your child travels to
- The date and time of the journey in which the incident occurred
- Your child's name

Please note: It is important that you communicate directly with us, all details will remain confidential and the nature of your complaint will not be disclosed to other transport users.

PLEASE BE AWARE THAT ABBEY TRAVEL MONITOR VEHICLES SAFETY USING CCTV – FOOTAGE MAY BE CONSULTED AS EVIDENCE IF IT IS ALLEGED THAT THE CODE OF CONDUCT HAS BEEN BREACHED.

CODE OF CONDUCT UPDATES

The Code of Conduct is a live document, and will be updated routinely over the course of a year. Updates maybe made and published at any time. It is the responsibility of each parent/transport user to ensure they have read and understand the most recent copy before travelling. The latest edition will be available via our website www.abbeytravel.com

SANCTIONS OF UNACCEPTABLE BEHAVIOUR

A parent of legal guardian must take responsibility for their children's behaviour on the way to and from school. It is their duty to ensure that their children understand why it is essential to behave properly on the transport provided. Young people over the age of 16 are responsible for their own behaviour and we expect them to adhere to the code of conduct independently.

Poor behaviour, especially that which puts at risk the safety of any other child, driver, chaperone or road user, will lead to a ban on use of the transport provided.

In return, we will ensure that contracts are monitored to ensure compliance with the law and the contract offered. We will investigate any complaint received.



As part of commitment to providing a safe environment for transport of children and young people to and from school, we have determined a procedure for dealing with cases of poor behaviour reported to us and have adopted the following sanctions that may be applied in certain circumstances. This is not an exhaustive list, nor is it a definitive statement that in every case the sanction indicated will be applied regardless of other circumstances. Each reported case will be considered on its individual merits.

All reported complaints will be sent to the appropriate Abbey Travel Officer.

Self Endangerment or Mischief including: Distracting driver, not wearing at Seatbelt (where seatbelts are available), Leaving seat whilst vehicle is moving. **Report sent directly to Abbey Travel Director**

Activities that affect, threaten or endanger others: Including: bullying or fighting other passengers, misuse of emergency exit, chronic and ongoing poor behaviour **-Report sent directly to Abbey Travel Director with a view to Banning from travel following investigation**

Hazardous or Criminal activities: Including assault of driver, or any other passengers, damage to vehicle. **Report sent directly to Abbey Travel Director with a view to Banning from travel following investigation**

These are only guidelines, all complaints are dealt with on a case by case basis. Where passengers have previously been reported, will be open to a permanent ban.

Criminal Offences

Any Criminal offence that results in a ban may also be reported to the police.

Notification

The office manager will report any unacceptable behaviour to the Company Director who will investigate the incident, including recovery of CCTV footage if deemed necessary.

Parents will be notified of this action by an emailed letter or where an instant ban is justified, by telephone and later confirmed in writing.

Submitting an Appeal

If your child has been banned from travelling and you feel it has been applied unfairly or incorrectly, you can submit an appeal by emailing customerservices@abbeytravel.com



Accounts

It is your (parent/guardian) responsibility to ensure payments are made by the due date. Failure to do so will result in your account being suspended and your child no longer being able to travel with us with immediate effect.

FULL TERM PAYMENT IS REQUIRED PRIOR TO TRAVEL AND IS NON REFUNDABLE THROUGHOUT THE TERM.

CONTACT DETAILS:

customerservices@abbeytravel.com

**Abbey Travel
Unit 8, Europa Trading Estate,
Fraser Road, Erith DA8 1QL
Contact Number: 020 8312 9514**

**Managing Director
Michael Crawley**



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