



Abbey Travel - Home to School

Code of Conduct

USE OF ABBEY TRAVEL COACHES AND THE PURCHASE OF ABBEY TRAVEL COACH PASS IS SUBJECT TO UNCONDITIONAL ACCEPTANCE OF THE TERM AND CONDITIONS BELOW. YOU MUST HAVE READ, EXPLAINED TO YOUR CHILD AND ACCEPTED THESE TERMS AND CONDITIONS OF TRAVEL BEFORE PURCHASING A TERMLY COACH PASS.

TERMLY PASS

- **A Termly Coach pass purchased through Shuttle ID is required to travel on Abbey Travel Home2School Coaches. CASH PAYMENTS WILL NOT BE ACCEPTED ON COACHES**
- **A Termly pass is available to purchase from ShuttleID. Upon Successful completion of a purchase, customers will receive a QR Code by email which will be scanned when the student boards the coach. Students are encouraged to carry a paper copy of their ticket as well as having a copy on their mobile device.**
- **To use a pass purchased through Shuttle ID, the passenger must be in possession of a mobile device or have a printed version of the pass purchased to scan whenever they board the coach. SCREEN SHOTS ARE ALLOWED**
FAILURE TO PRESENT A VALID COACH PASS, WILL RESULT IN THE STUDENT BEING DENIED ACCESS TO THE COACH
- **Coach passes purchased via Shuttle ID are unique to individuals and are for the sole use of the student making the original purchase. Any student attempting to use a pass which they have not legitimately purchased or been awarded for their own use will be subject to disciplinary action and the right to use transport will be withdrawn. Abbey Travel may also terminate, without refund, the pass of the user account which is being misused.**
- **Any student found to be using a fraudulent ticket will be subject to Abbey Travel disciplinary system and will lose their right to travel on the coach**
- **It is not permitted to travel without a valid ticket and pay in arrears. Students who do not have a valid ticket are not authorised to travel**



Refunds Policy

- Passes are purchased on a termly basis and refunds will not be made for non travel within this period of time.
- For passes paid via direct debit instalment payments, it is the users responsibility to insurance funds are available during travel period. It is the users responsibility to cancel future direct debit transactions with their bank in situations where the coach pass is not longer needed. No refunds will be issued for payments already made.
- Failed Monthly Direct Debit payments will result in termination of travel and administrative fees

PASSENGER RULES

- Home2School Transport is available for students that have purchased a valid Termly pass to board Abbey Travel Transport
- Parent/Students are responsible for being at the pick-up point as formally booked.
- Arrive at the pick-up point 5 minutes before the timetabled pickup point time. 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)
- Abbey Travel will notify parents of delays via shuttleid alert system
- Students must only board the route that their purchased ticket is valid for.
- Coaches will return passengers at the same directed route every day. Coaches will depart promptly and cannot wait for students that depart beyond this departure time that attend detention/exams/ after school clubs.

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.
- Parent/guardian(s) are responsible for informing Abbey Travel of any student medical conditions that they feel relevant via completion of Medical Notification Form on request to customerservices@abbeytravel.com



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.
- Lost property – students are responsible for their own property. Abbey Travel will not be responsible for any lost property left on vehicles
- 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/safeguarding 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 may be 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. In term payments are non refundable should students be banned from travelling by the Abbey Travel Director.

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

CONTACT DETAILS:

customerservices@abbeytravel.com

Abbey Travel

Unit 8, Europa Trading Estate,

Fraser Road, Erith DA8 1QL

Contact Number: 020 8312 9514

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