



Home to School Transport Terms and Conditions

All our drivers are subject to a full DBS check before they are employed to drive coaches involving children and vulnerable adults.

It is essential that passengers behave in an appropriate manner whilst travelling on our services.

By purchasing a ticket, you agree to abide by these Terms and Conditions and the Company reserves the right to refuse travel to any passenger who does not comply.

The latest version (posted on the company website <https://www.bellecoaches.co.uk>) shall apply and supersede any previous terms and conditions in respect of home to school transport.

1. Payment Information

1.1. The fare is calculated for the full academic year and is not a daily or weekly fare. It must be paid in advance of travel.

1.2. Payment by direct debit is for the whole year's transport (typically 190 days) and not for month by month transport and as such any cancellation will mean that you become liable for the remainder of the full year (see section 2, Cancellation/Refunds).

1.3. Direct Debit instalments will be collected by GoCardless. An initial deposit will be taken at the time the pass is purchased followed by a further seven direct debit payments on the first day of September through March. If a direct debit is cancelled, the associated pass is immediately voided, no refund of payments already made will be considered.

1.4. A credit reference agency may be used to confirm your address and credit status.

1.5. You are asked to allow 2 weeks for processing your initial Direct Debit application.

1.6. Advanced notice will be given to you by GoCardless prior to taking the first Direct Debit payment from your account (normally ten working days). The advanced notice informs you of the amount, date, and frequency of payment. Where there is any change, a new advance notice will be issued.

1.7. The surcharge for failed Direct Debits is £15 which will be added to any outstanding balance and collected via direct debit.

1.8. Credit/Debit card payments can also be made via the ShuttleID portal.

2. Cancellation/Refunds

2.1. If you no longer require the boarding pass you must give notice during the preceding term, this must be sent to us by email to chloe@bellecoaches.co.uk otherwise you will continue to be charged.

2.2. Refunds are not calculated on a pro-rata basis. A refund will be calculated based on the number of full weeks of travel remaining in the school year. Each remaining week will be refunded at the rate of £25 per week. Once a request for a refund is received, the pass will be cancelled, and no further travel is permitted using that pass.

2.3. No refunds will be given in the last term of the school year unless the cancellation notice is received prior to the commencement of the preceding term i.e no later than Easter Holidays.

2.4. No refunds will be given to students who are excluded from the service (see section 4, Bus Travel Etiquette).

2.5. In the event of a pandemic, fire, or other event resulting in a full closure of the school of more than two consecutive weeks, a £25 refund will be made for each whole week the school continues to be closed after the two week initial period.

3. Boarding/Pass E-Ticket

3.1. Boarding passes/e-tickets will be available in the ShuttleID customer portal immediately after payment or direct debit has been set up.

3.2. Once your boarding pass has been received, your child can commence to use the service from the valid from date shown on the pass.

3.3. Your child must only use the service allocated and must show the boarding pass to the driver for scanning on every occasion or they may be refused access. NO TICKET - NO RIDE.

3.4. Belle Coaches reserves the right to withdraw the Boarding Pass/e-ticket if false information is supplied, or payment is not received by the due date. Or in the event of any misuse of the Boarding Pass or if the child/children do not conform to the school's Behaviour for Learning Policy.

3.5. There is no allowance for non-attendance, be it for sickness, holiday, school outing, work experience or exclusion from school.

3.6. There is no allowance for unplanned school closures if the school authorities close the school without prior notice to Belle Coaches. Planned non-pupil days have been accounted for by Belle Coaches in reaching the fare prices.

4. Bus Travel Etiquette

4.1. Students are expected to behave in a reasonable manner when travelling on the bus. They must not distract the attention of the driver. They must not throw objects around in or out of the bus. They must not distract drivers of other vehicles. They must not use abusive language.

4.2. Whilst travelling, students should remain seated. Under no circumstances should the driver be distracted. All students must use the seat belts fitted to our vehicles.

4.3. In the event of continued disruption/misbehaviour, those responsible will be given a (STRIKE 1) verbal warning to the parent/guardian to advise of the situation and if necessary the school will be informed as per the school's Behaviour for Learning Policy. (STRIKE 2) Written warning will be issued either by letter or email and sent directly to the parent/guardian and a 3-day ban will be applied and pass will become void during this period and no refund given. If this fails to resolve the issue, then the child/children will receive a (STRIKE 3) exclusion from the bus service permanently (see clause 2.4).

4.4. Any damage to the bus, arson or violent conduct will result in action being taken to recover the cost of repair of the damage, replacement bus hire and any other costs involved.

4.5. It is up to the students to ensure that all belongings are taken with them at the end of each journey. The Company accepts no responsibility for any items left on the bus.

5. Service Information

5.1. The service will operate throughout the school academic year and will follow the school timetable.

5.2. In the event of a bus failure, an alternative bus will be sought either from our fleet or from other local operators, whichever is available first. The journey will then be completed.

5.3. In the event of a bus failure or delay of any kind, you will be sent a notification via SMS text, so please make sure that you register a mobile number when you enrol.

5.4. Passholders should be at their allocated pick-up points 5 minutes before the scheduled time.

7. Guests

7.1. Guests of bona-fide passholders may travel with the passholder on an occasional basis, subject to availability of seats. A charge of £4.00 per person, per single journey pass will be made. Please contact Chloe via email on Chloe@Bellecoaches.co.uk or call 01728 830414 to arrange this at least 1 week prior to the journey.