



Terms and Conditions for Home to School Transport 2025 / 2026

These terms and conditions apply to all Home to School transport privately operated by Portrest Ltd T/A Catteralls Coaches. Booking onto the service will be deemed as acceptance of these Terms and Conditions.

Application

1. Applications are now being processed through ShuttleID which is linked through our website at www.Travecatteralls.co.uk and must only be submitted by either a Parent or Guardian.
2. Where services have reached capacity, we will operate a Waiting List. Priority will be judged by whether the applicant has previously used the service and the date and time at which the application was received.
3. ShuttleID's terms and conditions are as per the link on the application page and apply the same as our terms and conditions.

Pricing, Booking and Payments

1. Passes are issued as either Termly or Annual Passes. Termly Passes must be paid for in full at the point of booking, Annual Passes can either be paid for in full at the point of booking or via Direct Debit. If Direct Debit is selected, the first payment will be taken at the point of booking. This payment is **non refundable** and will be used to secure your seat on the vehicle. The same is applicable for the first £160 if the full amount is paid for an Annual Pass when booking.
2. The parent or guardian is responsible for paying the full year's fees, regardless of personal circumstance such as, but not limited to, the student leaving the school, passing a driving test or using alternative means of Transport.
3. The Direct Debit option is a commitment to paying the full amount due for the full year.
4. The company reserve the right to refuse payment options to applicants with a history of previously unfulfilled agreements.
5. Where a Direct Debit fails, it will be resubmitted the following working day. An admin charge of £10 will be applicable IF the company is required to contact the parent or guardian to collect the outstanding amount.
6. Where Direct Debits fail on multiple occasions, the company reserves the right to demand the remainder of the payments be paid via BACS or Credit / Debit card before further travel will be allowed.
7. The company reserves the right to pass on any remaining debt to the County Court for judgement should the account remain unpaid.
8. Home to school transport is Zero rated for the purposes of Value Added Tax (VAT)

Route and Time Variation

1. The Driver is the sole judge of reasonableness with regard to any necessary change of route.
2. The vehicle will depart at the time stated on the individual timetable from both Pick up points and from the School at the end of the day.
3. Home to School timetables are subject to change at any time and information on these changes will be forward to both the applicant's email and the educational establishment concerned.

4. The company reserves the right to remove stops and alter the route of services should demand be insufficient. Any changes will be notified as above. It is the Parent / Guardians responsibility to get their child to the nearest stop in such a case.
5. The company accepts no liability for loss or injury to any student who fails to join the vehicle at the agreed boarding time or if the student chooses to alight at a different stop to that listed in the application.

Student Code of Conduct

- 1.) Seat belts are provided on every route with appropriate signage on every vehicle. These must be worn whilst the vehicle is in motion
- 2.) The company accepts no liability for any loss or injury sustained by passengers who fail to follow any instructions given by either the Driver or the School
- 3.) In the interests of other passengers and following complains in previous years, no student is permitted to play musical instruments, radios or audio device (included but not limited to phones and associated Bluetooth speakers) without express permission from the Driver.
- 4.) Smoking or use of E-cigarettes is strictly forbidden whilst on the vehicle.
- 5.) Students must not distract the driver whilst the vehicle is in motion, either by speaking to them or by the student's action.
- 6.) Emergency exits and associated equipment (such as window hammers etc) must not be used unless specifically directed by the Driver or in case of genuine emergency.
- 7.) Students must not eat, drink or litter the vehicles, throw items either inside the vehicle or out of the vehicle or act aggressively towards other passengers, road users or the Driver.
- 8.) The driver is responsible for the safety of the vehicle and as such may remove, or prevent from boarding, any passenger whose conduct is in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. This includes passengers who are abusive to any person or whose behaviour is otherwise considered by the driver to be unacceptable. The parent or guardian will be responsible for the conduct of the student and for any damage caused to the vehicle by the student during the journey. All damage will be reported to the school and the police may be contacted.
- 9.) CCTV may be recorded on the vehicle for the purpose of passenger safety and crime prevention.
- 10.) Students must use their bus passes at all times whilst travelling on Home to School Transport and must scan in whilst boarding. Passes may not be used by any student other than those named on it and should not allow it to be used by others. Any lost / stolen pass must be replaced, all of which can be done via the ShuttleID account page.
- 11.) Students must queue sensibly at both their collection bus stop and at their school for PM loading. This includes waiting away from the edge of the kerb to avoid potential injury as the bus arrives and avoiding all attempting to load the vehicle at the same time. When alighting the bus, students must wait until the vehicle has departed before crossing behind the vehicle so as to be seen by other road users.
- 12.) As the time listed on the timetable is the departure time, it is the parent / guardian's responsibility to ensure that the student is at their bus stop before that time. The current suggested time is at least 5 mins before. Students are expected to wait at least 20 mins past the departure time should the bus be late. All delays will be communicated as soon as is reasonably practical via the ShuttleID system which will send an SMS message to affected passengers. We will also inform the affected school of any delays. In the instance of a breakdown, a replacement vehicle will **ALWAYS** be sent although it may take longer than 20 mins to get to the pick up point.

- 13.) During periods of bad weather, parents, guardians and students will be updated with information regarding that day's travel should there be any doubt and the company reserves the right not to serve stops that it deems too dangerous to access.
- 14.) Should the vehicle break down with students on board, students must follow the Driver's instructions. The driver will contact the operations manager who will arrange for replacement transport. Students must not attempt to leave the vehicle unless they have been collected by parents or specific permission has been given to the Driver by the parent.
- 15.) Any student who is unwell, or who has reason to believe another student is unwell must notify the Driver as soon as it is safe to do so.
- 16.) The company reserves the right to withdraw transport (either temporarily or permanently) for students who fail to comply with these rules.

Personal Property

- 1) All passengers must take all reasonable steps to ensure their property is kept on their persons at all times whilst on the vehicle. This is to avoid items falling and injuring other passengers and to prevent property being lost.
- 2) Any property that has been left on a vehicle and found by a Driver will be logged at our Depot, which can be contacted on either 01926 817442 or Lostproperty@travelcatteralls.co.uk
- 3) The company accepts no liability for damage or theft of property that has been left on a vehicle and not found by the driver and suitable insurance should be sort by owners to account for this.
- 4) As per the current Public Service Vehicle regulations, low value items (such as, but not limited to, Hats, gloves etc) will be kept for 1 month. High value items (such as, but not limited to, Mobile Phones, audio equipment etc) will be kept for 3 months. After this point, items will be disposed of.

Damage and Soiling

- 1) The parent or guardian are responsible for any damage or soiling caused to the vehicle by a student during the journey. Following a spate of recent damage caused to our vehicles by students, a minimum of £50 will be charged for any damage caused. If the vehicle is out of service for any length of time, the Company may choose to charge the parent / guardian £300 per day or part thereof for the time the vehicle is out of service. This is to combat a rise in vandalism (multiple seat belts cut with a knife and seats that required recovering due to damage). CCTV may be used to confirm the identity of the culprit.

Cancellation by Parent or Guardian

1. Once transport has commenced, cancellations must be made in writing to Buspass@travelcatteralls.co.uk and will be subject to these terms and conditions.
2. Should the pass be cancelled by the Parent or Guardian during the academic year, the company reserves the right to retain the full year's cost.
3. Where a waiting list is in operation and we are able to resell the seat, a refund will be issued on a Pro Rata basis minus a £10 administration fee.

Cancellation by the Company

1. In the event of any emergency or Force Majeure beyond the company's control, including but not limited to Weather, Road Conditions, enforced government action or global health pandemics, no refunds will be given.

Complaints

1. In the event of a complaint about the company's service, the parent or guardian must contact the company within 14 days. The company will acknowledge the complaint within 3 working days and a full response can be expected within a further 10 working days. If we cannot conclude an investigation within this time, we will ensure the complainant is kept fully informed every 5 days subsequent until a resolution is found.
2. Emails should be sent to Buspass@travelcatteralls.co.uk and our postal address can be found at www.travelcatteralls.co.uk

Terms and conditions of Transport

1. These terms and conditions are subject to change without written notice.