



# Bus Service Booking Procedure

## 1. Parent Enquiry

Parents of students who wish to use the school bus service, must meet with the Transport Manager to discuss timings and availability of spaces on the bus route. Existing families need to reserve their space on the bus by the 15th of June, to ensure a guaranteed seat for the next academic year. Bus registrations for new students, for the new academic year, must be submitted by the 15th of August to enable them to use the bus service at the beginning of Term 1. Any requests for students to reserve a space on a bus after this date will be subject to availability and they will be unable to start using the service until after the 15th of September, if there is space available.



## 2. Route Map Checking

Once the transport department receives a new bus enquiry, one of our bus drivers will check the location of the residence and assess how this additional site will affect the journey on the established bus route. Parents need to confirm the pick-up/drop-off point with the transport department during this time.



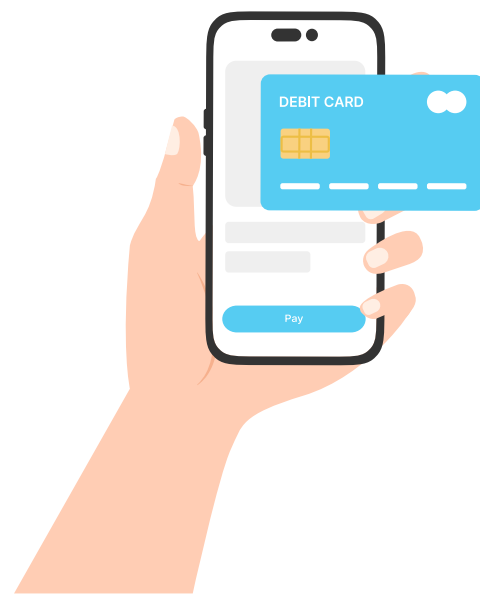
## 3. Bus Route & Schedule

The transport department aims to optimise the bus routes and schedules. Therefore, depending on the number of enquiries for transportation, it may be possible that we create new bus routes to reduce the travel time. However, this is subject to a minimum number of guaranteed spaces being booked for a certain route.



## 4. Notification to Parent

Based on the driver's feedback on the route, we will make changes as necessary and inform the parents of the students who use the bus about the amendments. This is one reason why, at the beginning of the academic year/term, your child's pick-up/drop-off times may vary slightly; this can be due to the bus accommodating additional students, some of whom may be using the bus service for the first time. Parents can check the Fortes Parent VLE App for any changes to the bus service. We will also inform parents about any adjustments to pick-up/drop-off times, or other amendments, registered email, notification SMS or a phone call.



## 5. Payment Confirmation of Bus Service

The bus service for a student will start 48 working hours after payment is made and the funds have cleared our account. Therefore, please be aware that we cannot accommodate students on the bus immediately. This is due to there being other procedures which need to be undertaken to ensure your child is safely transported whilst using the bus service.

## 6. Internal Notification to Teachers, Bus Monitors

Once receipt of payment has been confirmed, the transport department will inform the bus driver, bus attendant and teachers of the student's details. The bus timings and details are reflected in the Fortes Parent VLE App under Bus Details.



## 7. Child Pick-Up/Drop-Off

Parents are requested to be at the agreed pick-up/drop-off point 5 minutes prior to the scheduled arrival time, which is provided at the time of registration and upon bus route confirmation. The bus will allow 1-2 minutes waiting time before they proceed to the next point, the bus monitor will call the parent/guardian if the student is not at the bus stop at the scheduled time. Please note that any additional waiting time will mean a longer journey for everyone on the bus. Students in Year 4 and above, who wish to walk home independently from the bus stop, are required to have parental permission. This is to be sent, in writing, to the transport office. At drop-off, if there is no adult waiting to collect the student at the agreed bus stop, the student will be taken back to school, and the parent/guardian will be contacted and asked to pick-up their child directly from the school.

