



**Phoenix House**  
International School

**School Bus Service**  
**Conditions of Carriage**  
Version 2.0

## **1. Introduction**

1.1 The School Bus is an optional Service for pupils enrolled at Phoenix House International School (PH).

1.2 There are two routes, operated by a bus with a maximum capacity of 25 pupils. On each school day, the following services operate on the route:

- One Morning Service to PH
- One Afternoon Service from PH after lessons
- One Afternoon Service from PH after the first session of after-school activities

The Route Map and Timetable are available on the PH [website](#).

## **2. Subscription**

2.1 Parents sign their child up for the School Bus Service by paying an addition to annual fees, as set out in the Finance and Fee Policy. There is a flat fee for daily return trips from any bus stop.

2.2 Parents can register their child using the Acceptance and Undertaking Form upon enrolment, or at the beginning of a term, subject to availability on a first-come-first-served basis.

2.3 Subscriptions are automatically renewed, and parents who wish to discontinue must give one term's written notice to PH. If parents no longer require their child to use the School Bus Service before the end of their subscription period, no refund is made.

2.4 A child must always board and disembark the School Bus at the bus stop specified upon subscription. Changes are only possible based on explicit written approval from PH, and subject to availability. Parents with relocation plans are advised to consult with the school office as early as possible.

2.5 Places are limited and parents who express an intention to register after full capacity is reached are added to a waiting list. In such cases, parents are responsible for securing a suitable alternative means of transport for their child to and from school.

## **3. Health and safety**

3.1 Each Service is staffed by a Driver and a Monitor who exercise reasonable duty of care towards children on board. Buses are cleaned daily.

3.2 Parents must never allow a child who is unwell to board a School Bus.

3.3 Parents should bring their child to the bus stop at least three (3) minutes before the scheduled departure time, and safely wait for the bus, mindful of road traffic.

3.4 Every child must sit still and wear a seatbelt for the full duration of the trips, and follow the Monitor's instructions. Eating is not allowed while on board a School Bus.

3.5 Serious misconduct which distracts the Driver or causes nuisance for fellow passengers can lead to a child being excluded from the School Bus Service.

## **4. Cancellations, delays and missed trips**

4.1 All School Bus services are automatically cancelled on days where the school is closed.

4.2 If the school is open but all or part of the services are forced to be cancelled due to circumstances beyond PH's control, such as traffic conditions or mechanical faults, parents are contacted to discuss alternative ways of sending their child to school. No refund is provided in such circumstances. Parents are also notified if services are running with significant delays or diversions.

4.3 Parents must notify the school immediately if their child misses a Morning Service. They must then make alternative arrangements for their child to travel to school safely. Parents are contacted if their child misses an afternoon service.

4.4 If a child must be picked up from a bus stop and parents fail to do so at the scheduled arrival time of an Afternoon Service, the child will be brought back to school to be picked up by 6:00 p.m. on the same day.

4.5 The bus location tracking app is an additional feature for parents' convenience but does not constitute a substantial part of the School Bus Service. PH does not accept responsibility for its accuracy or availability.

4.6 Parents have the responsibility to carefully read and follow instructions in the School Bus Service Guide.

## **5. Adjustments**

5.1 PH reserves the right to make changes to the School Bus routes and timetables, from time to time, to reflect traffic conditions and the needs of the school community. Those affected by route changes will be consulted beforehand.

5.2 PH reserves the right to make changes and updates to this School Bus Service Conditions of Carriage, from time to time, as may be required.

Effective from August 2022