



## Frequently Asked Questions

### ***How is the 2022-2023 SBS Agreement made up?***

The School Bus Service is pleased to offer the following 3 options for travel:

#### **Option A:**

5 x Morning sessions and 5x Afternoon or Late Bus sessions

This option gives your child the flexibility to choose between the afternoon and late bus.

#### **Option B:**

5 x Morning sessions and up to 5x Afternoon or Late Bus sessions

This option allows you to pick your bus sessions once you have seen the after-school activities timetable.

#### **Option C:**

5 x Morning sessions only

This option gives you morning sessions only

Your SBS agreement will automatically rollover each year that your child remains in the school, until it is cancelled by the originator of the agreement, giving a full term's notice. Each year, the T&Cs are updated, and parents are expected to ensure that they 'refresh' their understanding of them / with their children, each year.

### **Kura software**

New to the foundation in 2021 is the Kura parent app, the app will provide live tracking and notifications to give peace of mind to parents and update the Foundation in real time. Boarding and alighting notifications will be sent direct to parents' phones and vehicle tracking is also possible via the app. Notifications are sent out if a vehicle is experiencing a delay of more than 10 minutes and if there is an issue with the journey. The Foundation can also send out messages via the app to update parents on situations such as adverse weather.

### ***How much does it cost? How do I pay for my child's School Bus Service provision?***

For 2022-2023 there will be 173 academic days. The annual cost of the bus service will be split and charged termly in advance on your school fee bills and is due on the first day of each term. The amount can vary due to the number of days in a term, which route/stop you have chosen and the number of journeys you would like per week.

### ***Do you offer any sibling discount?***

Yes, we offer the below sibling discount:

Siblings (Across the Foundation) 2<sup>nd</sup> Child – 15% / 3<sup>rd</sup> Child – 20% / 4<sup>th</sup> Child – 25%

We also offer a 13.1% discount for 16-19 sixth form students.

### ***Can my child bring a friend home using the School Bus Service?***

Bus user 'friend' (swapping of routes): **Yes** - if

1) BOTH sets of parents send written authorisation to the [transport@warwickschools.co.uk](mailto:transport@warwickschools.co.uk) email 48 hours in advance, and  
2) there is space available on the Route. Costs incurred (where the 'stop' is in a higher banding), will be borne by the change requestor and this needs to be clarified prior to acceptance.

**Only the Transport Department can authorise this service, no permissions are granted from elsewhere.**

Non-bus user 'friend': **No** - unfortunately, this is not an option we are able to offer as they have not signed up to our Terms & Conditions of travel.

### ***How do I cancel / give notice, for the School Bus Service?***

All passes are annual and will roll-over each academic year onto the next unless cancelled. If you wish to cancel your son/daughter's bus provision you will need to give one full term's notice, by email to [transport@warwickschools.co.uk](mailto:transport@warwickschools.co.uk)

### ***We are moving to a new house, what do I need to do?***

You must ensure that if you move to a new house, it is essential that you inform the main school offices so that they can make the necessary changes to your child's records which may be used by the schools in the event of emergency contact.

In the first instance have a look on the Transport section on the schools website to check if we offer a different route/stop that would suit your new location, once you have gained this clarification, please contact the Transport Team ([transport@warwickschools.co.uk](mailto:transport@warwickschools.co.uk)) with your request.

Within the same price banding: if you move address within the same banding, there will be no additional costs involved. Your son/daughter may require a new bus pass, and this will be provided at no extra cost.  
New price banding: if you move address and the price banding changes – our billing system will need to correct your bill at the next appropriate billing session.

## **TRAFFIC & ADVERSE WEATHER CONDITIONS**

### ***What to do if the School Bus is late or does not arrive?***

Our coach companies make every effort to minimise delays, but sometimes these can be out of their control (roadworks / traffic delays). Please wait at your stop for 10 minutes after the scheduled pick-up time. Whilst waiting, please check the Kura app, here you can track the bus and view any update notifications. If the school bus has still not arrived, please contact the Transport Team on either the main office number (01926 735409 from 08:00am) or the emergency Transport number 07810 481529 for guidance.

### ***What happens in the event of a road closure / roadworks?***

If we become aware of any planned roadworks that may affect our SBS routes, email communications will be sent out to all parents whose children use the route along with any diversions / new stop location information. However, we know that sometimes unplanned roadworks/emergencies, can cause the coach companies to divert from schedule, with little notice. Again, when we are aware of this, we will ensure parents / pupils are kept up to date.

Always ensure that you keep the main school offices up to date with any mobile phone number changes, so that the notification system contacts your most recent numbers.

***What about adverse weather conditions?***

Severe weather routes are agreed with our coach providers at the start of each academic year and are publicised well in advance on the Transport section of each school's website. If the Head Teachers' make the decision to close any of the schools, this would be communicated to parents via the messaging system with referral to the main school websites.

If the schools are remaining open, but the severe weather routes are to be used – you will be notified using the text messaging system.