



Bus Code of Conduct

We want you and all other passengers to stay safe and travel in comfort on your journey to and from school. **Upon receiving your bus pass you will be required to abide by the following Code of Conduct.** If you do not keep to the code, your school and parents/carers will be alerted, and your transport assistance maybe withdrawn. This Code of Conduct runs in parallel with your School's behaviour policy.

Your bus pass

- Always carry your bus pass with you (a photo of your bus pass on your phone is not permitted) whenever you travel to/from school and show your pass when asked.
- Transport may be refused if the pass cannot be produced.
- You can only travel on the route that has been approved. The route number will be on your pass.
- Do not use anyone else's pass or allow anyone to use yours.
- If your pass has been lost or stolen a replacement can be purchased for £10 by going on line to: <https://www.oxfordshire.gov.uk/residents/roads-and-transport/public-transport/bus-passes/lost-or-stolen-bus-pass> or by sending a cheque or postal order made payable to Oxfordshire County Council, along with a covering note detailing the students name, date of birth and the school they attend to: Concessionary Fares Team, Oxfordshire County Council, ENCTS, PO Box 842, Oxford, OX1 9LL. While your request is being processed, a temporary pass can be obtained from the school which will be valid for 10 days. If a valid pass cannot be produced after 10 days the driver can refuse travel.
- Out of date passes will be confiscated but travel will be allowed either in the morning or afternoon for that one journey only, but only if a seat on the bus is available.
- If transport is not required please return the bus pass to the above address. This will enable us to allocate the place to another student.
- Parents who take students to a stop to meet the bus are advised to either ensure that the student is carrying a valid pass, or wait with them until the bus arrives and advise the driver accordingly.

Your pick up point

- You are responsible for getting to your pick up point
- Aim to arrive at the pick-up point 5 minutes before your bus is due. The bus runs to a timetable so will not be able to wait if you are late.
- If the bus has not arrived 15 minutes past its normal pick up time call School and Social Care Transport. The telephone number for which can be found on the back of the bus pass.
- Agree with your parents what to do if the bus does not arrive (e.g.: return home or go to a friend's house to organise alternative transport)
- Wait sensibly, well back from the road. Always stay safe and do not play near the road.

Keeping safe while getting on and off the bus

- Queue sensibly, well away from the edge of the road. Wait for the bus to stop before you move towards it.
- Be respectful of other people's property
- Get on and off the bus in an orderly way so you don't hurt yourself and other passengers
- If you need to cross the road after getting off the bus, make sure the bus has driven away so you can see other vehicles clearly before crossing



On the bus

- Stay seated in your seat once you are on the bus and use a seatbelt if one is provided
- If the vehicle breaks down or is involved in an accident, remain seated. Follow any instructions given to you by the driver quickly and without fuss
- Do not distract the driver unless there is an emergency
- Do not stand in front of the driver on the stairwell
- Do not use emergency exits or doors unless the driver instruct you to, or if there is a genuine emergency
- Keep the aisle clear. Bags go under the seat, on the parcel shelf or on your lap. Make sure you have all your belongings as you leave the bus
- Do not eat, drink or smoke on the bus. Smoking on the vehicle is illegal.
- Do not leave litter on the vehicle
- Bad language, bullying, vandalism and unruly behaviour will not be tolerated
- Do not carry real or replica weapons
- Do not throw items or damage the inside or outside of the bus
- If damage is caused the police will be contacted and the cost to repair the damage may be pursued by the bus company
- If the bus breaks down or is involved in an accident, follow the driver's instructions
- You need to be aware that many bus companies monitor the behaviour of passengers using CCTV. CCTV footage will be used as evidence if drivers or passengers are hurt or the bus damaged.

The Code of Conduct is for the safety of everyone. FAILURE TO ADHERE WILL RESULT IN THE ISSUE OF WARNINGS AND/OR EXCLUSION FROM USING THE TRANSPORT.

Parents/carers will then be responsible for transporting you to and from school if a transport exclusion is given.

Transport is arranged by Oxfordshire County Council and all queries should be sent either in writing to Concessionary Fares Team, Oxfordshire County Council, ENCTS, PO Box 842, Oxford, OX1 9LL or telephone 01865 323500.