

SUBJECT: UPDATES ON TRAVELLING WITH STAGECOACH THIS SEPTEMBER

Dear parent

NO CHANGE ISSUED ON BUSES

As you get your kids ready to return to school, we know you'll have some concerns about what might be different for them when they use the bus.

At this difficult time our priority is to protect the safety of your children, our passengers and colleagues. We've been listening carefully to feedback on what extra steps we can take to help people feel safe onboard our buses. One of the measures we've taken is to minimise cash handling by not issuing change on the bus. To confirm, we are continuing to accept cash on our buses, but our drivers are unable to give change back. Any overpayments are donated to Demelza Hospice Care for Children. Some of you will have purchased a KCC pass for your child, this can be scanned on the bus as usual. However we know some of you didn't want to commit to a long term ticket in such uncertain times.

Don't worry, we still have lots of options for you.

1. Pay with the exact change
2. Buy a monthly ticket on our website:> <https://www.stagecoachbus.com/tickets>
3. If your child has a mobile phone, you can download our app and buy day or weekly tickets straight to their phone:> <https://www.stagecoachbus.com/app>

Thanks for bearing with us on this.

FACE-COVERINGS

The government require all passengers using public transport aged 11 years or more, to wear a face-covering unless medically exempt. Our drivers will remind passengers of this requirement, but it is the responsibility of your child to comply. Our drivers will not refuse travel or apply any enforcement measures, but we appeal to students and parents to ensure that this is taken seriously and that a face-covering is worn at all times when on the bus.

BUS SERVICE LEVELS

We'll be running our usual complement of school day bus services from September. We have a range of measures in place to ensure our buses are clean, safe and ready to help get children to and from school from the start of term.

Discussions are ongoing between bus operators, KCC and the DfT about school transport arrangements, including how government capacity guidelines will apply and the impact this may have on available capacity. We're working very closely with the County Council on planning for this and we're ready to do all we can to make sure your children can travel safely by bus.

We're urging everyone to check our service information web page for the latest timetable and service information. <https://www.stagecoachbus.com/SECovid19>