

Mortons Travel Limited

Code of Conduct For Home to School

Transport

By accepting a travelling reservation you as parents/guardians are agreeing that your child will comply with this Code of Conduct.

Pick-up/drop-off points and times

You are entirely responsible for the safety of your child between home and the pick-up point specified by Mortons Travel Ltd.

Pick-up points and times are determined using the most efficient running order for the journey. Please be aware that throughout the year we may need to review and make alterations to transport which could result in a change of vehicle, timings, pick-up point etc. Whilst we will always give as much notice as possible through our main point for communication - the website, providing Mortons Travel with an accurate email address and contact telephone number is important to ensure we can additionally communicate using this method, if required.

Timings

We will advise you of an initial estimated pick-up time when arrangements are finalised. Pick-up times are for guidance only and your child needs to be ready at the pick-up point at least 5 minutes before the scheduled time as the transport cannot wait. In the event of delay in the vehicle's arrival at the pick-up point, passengers should wait up to 20 minutes after the scheduled pick-up time before contacting the Mortons Travel Duty Manager, making alternative arrangements or returning home. If the company is aware of delays in excess of 20 minutes, we will aim to advise an estimated time of arrival on our website. If your child misses their pick-up, no alternative transport will be provided. If your school transport is repeatedly early or late please contact Mortons Travel so that the problem can be investigated. Changes to pick-up point or times can only be arranged by Mortons Travel. If you have a query about your pick-up point or time please contact us.

Travel Passes

Where a travel pass has been issued it must be carried at all times. Failure to produce a pass may result in travel being refused.

The pass issued is only valid on the transport to which your child is allocated. The pass is not transferable and may be confiscated if your child misuses it, e.g. allowing another child to use it, scanning or colour copying a duplicate. Parents/Guardians must make alternative travel arrangements with their child if they wish to take a friend home. In the event of a pass being lost, damaged or defaced a replacement must be applied for by contacting Mortons Travel during normal office hours on the telephone number overleaf. The charge for a replacement pass is £10.

At all times travel passes remain the property of Mortons Travel and must be returned on request.

Behaviour

Parents/Guardians are reminded that they are responsible for the behaviour of their children whilst travelling and we recommend that you ensure your child is aware that appropriate behaviour must be exhibited at all times. This includes whilst standing at the roadside waiting for transport arrival. In the interests of safety children must behave sensibly, **wear seatbelts** where provided, and must **always remain seated** unless otherwise instructed by the driver. Unacceptable behaviour, e.g. any disruptive, violent, distracting or dangerous incidents including bullying, bad language, vandalism, spitting, kicking or throwing objects, may lead to transport for your child being withdrawn immediately and indefinitely.

Please also be aware if your child is misbehaving before boarding the vehicle the driver may refuse to carry them. Serious cases of unacceptable behaviour may also result in police involvement and/or civil claims for damages.

Some vehicles are fitted with closed-circuit television equipment. Parents/Guardians are advised that CCTV images may be used to identify possible offenders.

In the event of any student failing to correct bad behaviour Mortons Travel will operate its standard policy to deal with the matter. This includes a first warning to the student, second warning to the student and the parents/guardians, third warning to repeat level two but also include advice to the school prior to suspension or removal of the transport facility.

Moving Home

Should your child change home address or their circumstances change please contact Mortons Travel immediately as our **drivers are instructed not to transport children to or from any alternative address.**

You are reminded that you should also advise us of any changes in contact details as they arise.

Exams/After School Activities

No provision is made for exam timetables, work experience or after school activities. Parents/Guardians are responsible for any transport outside of normal school times except where there is express provision of a 'late bus'.

Pupils are responsible for:

- Ensuring that they only travel on the bus they have been allocated to, and hold a pass for.
- Being at their stop 5 minutes before the bus is due to arrive.
- Queuing and boarding the bus in a safe and sensible manner.
- Carrying their pass at all times which must be shown on request from the driver, school or Mortons Travel staff.
- **Bus passes must be intact, legible and not defaced, broken or damaged in any way.** Pupils may be refused travel if they cannot produce a valid pass for the transport they are attempting to board. If the pass is damaged, broken or defaced in any way the driver may confiscate or refuse to accept it.
- Giving their name if it is asked for by the driver, school or Mortons Travel Ltd staff.

- Finding a seat quickly, being seated before the vehicle moves off and remaining seated until they reach their stop.
- Ensuring that, where provided, seat belts are worn. This is now a legal requirement on all coaches.
- Ensuring that their school bag(s) is not put on the seats. These are to be stored under their seat, in the luggage rack, or on their lap.
- Not damaging the vehicle in any way. If damage is wilful, pupils or parents may be asked to pay for repairs.
- Sitting quietly on the vehicle. Distracting the driver may cause an accident.
- Not eating, drinking, or smoking on the vehicle.
- Taking care if they have to cross the road. Never cross in front of, or close behind the vehicle.
- Following their parents'/guardians' instructions about where to go and what to do if the transport does not arrive, or if travel is refused.

Parents/Guardians are responsible for ensuring:

- Their child is fully aware of, and understands, their responsibilities above.
- Their child fully understands what is expected of them whilst on the vehicle, particularly not displaying unacceptable behaviour as described.
- Their child knows they must wear a seat belt (where fitted) throughout the journey to and from school, and how to put on, fasten and undo a seat belt.
- The safety of their child between their home and the transport pickup/drop-off point, for both morning and afternoon journeys.
- Their child is familiar with the route, and knows which pick-up point they leave from, and return to, and what to do if the transport is late, fails to arrive, or travel is refused.
- Their child carries a valid pass at all times. Transport may be refused in the morning or afternoon if a child cannot show their pass, and parents/guardians should ensure that their child knows what to do in this event.

Driver's responsibilities:

- Ensuring they know and follow the correct route.
- Taking all reasonable steps to ensure the safety of children when boarding or alighting from the vehicle and whilst in transit.
- Checking passes on a daily basis and transporting only those pupils who can produce a valid, undamaged pass for the vehicle they are attempting to board.
- Drivers are not responsible for ensuring that a child gets off at the correct stop, or for disciplining children.
- Drivers are entitled to take action to ensure the safety and well-being of all persons transported, which includes recommending to Mortons Travel that transport should be refused for any children in serious breach of this Code.

All correspondence regarding your child's school transport should be sent to:

Mortons Travel Limited
Unit 11 Berry Court Business Park
Bramley Road
Little London
Tadley
Hampshire
RG26 5AT

Tel: 01256 889082

e-mail:

enquiries@mortonstravel.com

Website:

www.mortonstravel.com

Please keep this leaflet for reference.

