



School Bus Service for The Mill Hill School Foundation Operated by Brent Community Transport

Terms and Conditions of Service for Parents

Please read the Terms and Conditions and sign at the end to verify that you have understood and agree to the Terms and Conditions of service as outlined in this document.

- **BRENT COMMUNITY TRANSPORT** is a registered charity and company limited by guarantee and wholly owns its subsidiaries (hereinafter referred to as BCT). It was established in 1975 to provide affordable, accessible transport for those for whom mainstream public transport modes were not possible or practical. We have been working in Partnership with The Mill Hill School Foundation since 2002 to provide transport solutions for the schools bus service.
- BCT takes pride in providing a quality service and have a number of externally approved quality accreditations. BCT has an Operator's Licence (O Licence) and is a member of CTA UK and also hold section 19 permits for delivery of services and has been accredited with the FORS Bronze (Fleet Operator Recognition Scheme) and also hold the ISO 9001 accreditation for its quality systems.
- **BCT DRIVERS** are qualified and hold accreditations relevant to driving and transport BCT vehicles and passengers. The drivers are trained to the national Minibus Driving and Awareness Scheme (MiDAS) standard, and are vetted through Disclosure Barring Service (DBS) background check at an Enhanced level.
- **BCT VEHICLES** are fully seat belted throughout, with forward-facing seats and are equipped with first-aid kits, fire-extinguishers and tracking systems. They are regularly maintained at our in-house workshop facility and other approved garages or workshops. All equipment on board BCT vehicles belongs to BCT. No safety equipment such (fire extinguishers, first aid kit, life hammers etc.) should be removed or tampered with and should only be used in the event of an emergency situation following adult guidance.
- **PUPILS** using our vehicles must fasten their seat-belts at all times, and behave in an orderly manner. Food and drink are not allowed to be consumed on the vehicle. Personal property carried by the pupils is completely their own responsibility. Pupils must be aware that school rules apply on the buses. Breaches of school rules will be dealt with by the school's internal Pastoral Procedures. Pupils are not to approach or cause distraction to the driver while the vehicle is operating its route. Any clarification with regards to the route should be made by the pupil prior to the vehicle departing the school or the stop. No flash photography, loud music/videos or sounds through electronic devices such as mobile phones or portable speakers which may distract the driver should be played whilst on board the vehicle.
- **TIMES AND PLACES OF PICKUP / DROP OFF:** Your child/children will be picked up from the agreed designated point on the route at the assigned time and taken to school to arrive no later than 08.20am. For pickup, your child/children should be ready at their pick up point at least five minutes before the time given. No responsibility can be taken for pupils arriving late at the pickup points. The buses will leave school at the scheduled time, taking pupils to the designated drop-off point. Parents are asked to be aware that designated pickup / drop off points may be subject to change by BCT and to appreciate that times for pickup / drop off may be subject to delays due to unavoidable road traffic conditions or other unforeseen circumstances. Parents who are meeting their child/children at the drop off point in the afternoon must ensure they are there for when the vehicle arrives (regardless of service delay). Should the parent (or the agreed persons to collect the pupil/s) not be at the stop, BCT will attempt to make contact with the parent/s. If BCT are unable to reach the parent/s, the driver will continue the route with the pupil remaining on board the vehicle and the pupil will be dropped back to the school once the route concludes. BCT will

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liaise with the school in such events. All routes and stops are agreed with the school and at no time should the driver be diverted unless the school or BCT instruct.

- **REQUESTS:** Parents are advised not to discuss any requests for changes to pick up and drop off times/points with the driver but we ask that you direct these queries, in writing, to the BCT office via email to belmontbus@brentct.org.uk for Belmont School pupils or millhillbus@brentct.org.uk for Mill Hill School pupils.
- **COMMUNICATION** regarding the service on a day-to-day basis (e.g. to inform us about an unexpected change/cancellation due to sickness etc.) should be made in the first instance directly to BCT office which is open from 07:00am Monday to Friday. **If you need to communicate with BCT before 07:00am, after 05:30pm or at the weekend, the Out of Hours number should be called – 07961 479 211.** Please do not communicate through the school, except in an emergency.
- **DISCIPLINARY:** the disciplinary procedures whilst on the school bus are the same as they would be in school. The driver will report any misbehaviour to BCT. BCT and the Mill Hill School Foundation will then decide what actions, if any, are necessary. BCT and the Mill Hill School Foundation in partnership operate a Yellow and a Red card system. Yellow card means warning and Red card means that the pupil will no longer be able to use the bus service. However payment for the usage of this service will continue for the duration of the term in which the pupil was excluded from using the service.
- **CCTV:** Please be aware that CCTV cameras are in operation on BCT vehicles. Footage may be used for evidential purposes to support the disciplinary process if it is required or for the purpose of other circumstances where evidence is required e.g. insurance purposes or request from a Government Authority such as the Police. All images will be destroyed every 12 weeks (if there are no incidences & disciplinary issues to report).
- **CANCELLATION OF SERVICE:** Once you have signed and returned the Terms and Conditions to BCT, you must provide one **full term's** written notice to cancel the service. Notice of cancellation is to be put in writing to The Mill Hill School Foundation directly.
- **ADVERSE WEATHER CONDITIONS AND OTHER UNFORESEEN EVENTS.** In the event of severe weather conditions, BCT and the Mill Hill School Foundation will mutually agree cancellation of the service for that period after appropriate risk assessments have been made to take into account the safety of the pupils and the vehicle safety on the road. In the event of unforeseen circumstances where the school are unable to operate, BCT will follow instructions from the school only and all bus service operation will be run as normal unless we are informed otherwise (from the school). Parents will receive service updates where necessary. It will be for the Mill Hill School Foundation to advise parents when the service will be resumed.
- **AGREEMENT TO TERMS AND CONDITIONS OF SERVICE:** Signed Terms & Conditions are to be returned to BCT. In any event, your commencement of using the bus service will mean that you have accepted the Terms & Conditions that apply.

I have read and agree to abide by the terms and conditions of service as stated in this document. Please ensure contact details are correct as these will be used as the primary contact details for your child/children.

Pupils Name:	Bus route:
Parent's Full Name	Parent signature:
Email:	Mobile:
Home Tel:	Date:

Return by post: Brent Community Transport, Studio 41/42 Building 56 South, Magnet Road (East Lane Business Park, North Wembley HA9 7RG)

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Return via email: (Scan document with signature) to the school email that applies
belmontbus@brentct.org.uk or millhillbus@brentct.org.uk