

BRENT COMMUNITY TRANSPORT

Office 301
10 Courtenay Road
East Lane Business Park
Wembley
HA9 7ND

T: 0203 114 7022

F: 0203 137 0751

www.brentct.org.uk

School Bus Service: The John Lyon School

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. Please sign T&Cs and return back via scan to johnlyonbus@brentct.org.uk or by post to the address above.

• **BRENT COMMUNITY TRANSPORT** is a registered charity and company limited by guarantee. 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 John Lyon School since 2004 to provide transport solutions for the school runs.

• **BCT DRIVERS** are all trained to the national Minibus Driving and Awareness Scheme (MiDAS) standard, and are vetted through Criminal Records Bureau (now DBS) background check at an enhanced level.

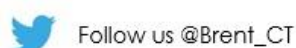
• **BCT VEHICLES** are fully seat belted throughout, with forward-facing seats, first-aid kits, and fire-extinguishers on board. They are regularly maintained at our in-house workshop facility.

• **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.

• **TIMES AND PLACES OF PICKUP / DROP OFF:** Pupils 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 08.20. For pickup, pupils should be ready at least five minutes before the time given. Bus will not wait past the scheduled pick up time, if the bus service is running late it will not wait at the stop as all pupils should already be at their agreed stop. No responsibility can be taken for pupils arriving late at the pickup points. The buses will leave school at 16:20 (Monday to Friday), taking pupils to the designated drop-off point. See procedure on page 3; in the event a pupil misses the bus after school. 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.



Registered as a Company in England & Wales No: 1509231. Registered Charity No: 280698
Registered Office: Office 301, 10 Courtenay Road, East Lane Business Park, Wembley HA9 7ND
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• **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 by email to johnlyonbus@brentct.org.uk

• **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 the driver by mobile phone. If this is not possible, you can call the BCT office which is open from 7am during term time. 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 John Lyon School will then decide what actions, if any are necessary. BCT and The John Lyon School 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. Please be aware that some BCT vehicles are currently fitted with CCTV cameras and in the near future all vehicles will have CCTV cameras in operation. Footage may be used to support the disciplinary process if it is required and also for the purpose of any request for insurance or law abiding purposes.

• **CHANGE OR 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 The John Lyon School to cancel the service or give **one full terms notification to make a change to the service** (i.e. change from both ways to one way).

• **ADVERSE WEATHER CONDITIONS.** In the event of severe weather conditions and if the School is to open, parents will be advised accordingly by BCT after appropriate risk assessments have been made to take into account the safety of pupils for the journey.

AGREEMENT TO TERMS AND CONDITIONS OF SERVICE

I have read and agree to abide to the terms and conditions of service as above.

Pupil's Name:			
Parent's signature:			
Parent's Name: (please print)			
Home Telephone Number			
Mobile Telephone Number		Date:	



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The John Lyon School – End of School Day pick-up procedure in the event that a pupil misses the School Bus.

Brent Community Transport currently operate the school bus service for pupils to travel to and from School. It is important that the buses depart promptly from School at 16:20. If your son is delayed for whatever reason, the following procedure will be triggered.

1. The staff member responsible for the pupil at the time will check if he uses the bus service after School and if so, which route number.
2. If he is a bus service user, the staff member will contact the School Office, giving the reason for delay and how long this is likely to be.
3. The School Office will then inform the BCT Duty Manager. If the delay is likely to be no more than 5 minutes (i.e. no later than 16:25) the bus driver will be asked to wait. If longer, the bus will depart without the pupil in question.
4. The pupil should report directly to the School Office. The School Office will contact the pupil's parents/guardian to let know the situation and the reason for the delay. Alternative collection or travel arrangements will be agreed between the School Office and the parents/guardian.
5. If for any reason the pupil simply misses the bus, he should report to the School Office and the procedure in paragraph 4 will be followed.



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