

BRENT CT ENGINEERING LIMITED
T/A: BCT LONDON ACCESSIBLE TRAVEL (BCT)

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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 via scan to johnlyonbus@bctaccessibletravel.london or by post to the address above.

- I. **Brent CT Engineering Ltd T/A BCT London Accessible Travel (BCT) is wholly a subsidiary of the BRENT COMMUNITY TRANSPORT** which is a registered charity and a company limited by guarantee. It was established in 1975 to provide affordable, accessible transport and have been working in Partnership with The John Lyon School since 2004 to provide transport solutions for the school runs. Brent CT, Engineering was established in 2005 for your information.
- II. **BCT DRIVERS** are all qualified and well trained to the national Minibus Driving and Awareness Scheme (MiDAS) standard, Drivers CPC, PATS, Manual Handling, Emergency first Aid, TfL e. Learnings and more, and also are vetted through Disclosure and Barring Service (DBS) background check at an enhanced level.
- III. **BCT VEHICLES** are fully seat belted throughout, with forward-facing seats, first-aid kits, and fire-extinguishers on board. They are regularly maintained and are kept up to date with maintenance, safety checks and road worthiness to compliance.
- IV. **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. Safety of Pupils, Drivers & other vulnerable Road users and quality of service is our main priority, therefore, pupils must be aware that school rules apply on the buses. Any Breaches of school rules in and around the school bus/s will be reported and dealt with by the school's internal Pastoral Procedures. This may result to issuing warning and if repeated will be removed from the school bus services.
- V. **TIMES AND PLACES OF PICKUP / DROP OFF:** Pupils will be picked up from The John Lyon approved & agreed designated point on the route at the assigned time, and taken to school to arrive no later than 08.20 (in normal circumstances). For pickup, pupils should be ready at least five minutes before the time given. The bus will not wait pass the scheduled pick up & departure 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 16:10 (Monday to Friday), taking pupils to the designated drop-off point. See procedure on page 3 & 4; in the event a pupil misses the bus after school. Parents are asked to be aware that designated pick-up/drop-off points may be subject to change by BCT and to appreciate that times for pick-up/drop-off may be subject to delays due to unavoidable road traffic conditions. Pupils will be dropped off on arrival to their stop and BCT drivers will not wait at drop off points for pupils to be met by parents. It is the responsibility of parents to be at pick up point on time.

- VI. **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@bctaccessibletravel.london
- VII. Drivers have been instructed not to make or accept any sort of personal arrangement and to divert any request to BCT office staff by following the organisation policies and procedures.
- VIII. **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, you can call the BCT office which is open from 7am during term time.
- IX. **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.
- X. **CCTV** Please be aware that all BCT vehicles are currently fitted with CCTV cameras and 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 in line with our privacy policy.
- XI. **CHANGE OR CANCELLATION OF SERVICE:** Once you have signed and returned the T&C's 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).
- XII. **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 by considering the safety of pupils and others for the journey.
- XIII. **Road work / Closure:** In the event of road work /closure effecting normal running of the service as planed and scheduled which may impact on pick-up/drop-off, journey time, delay and so on, both school and parents will be notified by text messaging accordingly. Please note that if for above mentioned reasons access to & from planned pick-up/drop-of points (including relevant roads) will not be possible then temporary safe points will be arranged and communicated with school and parents to follow-up accordingly.

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:	
Pupil's signature if over 16	
Parent's signature:	
Parent's Name: (please print)	
Home Telephone Number	
Mobile Telephone Number	Date:

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

BCT 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 16:10. If your son is delayed for whatever reason, the following procedure will be triggered.

1. The school 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 school 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 16:15) 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 them 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 clause 4 will be followed.