



Queen's Gate School

Home-to-School Bus Service Terms and Conditions

1. Service Overview

- The bus service is a private transportation service operated to transport students between designated pickup/drop-off points and Queen's Gate School.

2. Eligibility

- The service is available to enrolled students of Queen's Gate School.
- The school and/or service provider reserves the right to refuse or withdraw transport for any student due to safety or disciplinary concerns.

3. Booking & Fees

- All bookings must be made in advance via the completion of a form sent by the Director of Admissions/Bursary.
- Fees are payable termly in advance and are non-refundable unless otherwise stated.
- Late payments may result in suspension of service.

4. Cancellations & Refunds

- A full term's notice is required for cancellation of service. For example, if you would like to cancel the bus service from the start of the Summer Term 2026, you must provide notice before the start of the Spring Term 2026.
- If the parent/guardian cancels the service mid-term, no refund is provided for missed days.
- The provider reserves the right to cancel or modify the service due to weather, traffic disruptions, or unforeseen circumstances.
- In case of service cancellation by the provider, a refund or credit will be offered where appropriate.

5. Pick-Up & Drop-Off

- Parents/guardians must ensure the child is ready at the designated pickup time and location.
- Drivers will wait a maximum of two minutes before departing to avoid delays.
- Children must be collected promptly at the designated drop-off point unless the parent has provided permission for the child to disembark and return home unsupervised. This latter

option is only permissible for Senior School pupils; all Junior School-age pupils must be collected from the stop by a nominated adult. The driver is not responsible for waiting beyond scheduled times.

6. Behaviour Expectations

- Students are expected to behave responsibly and follow instructions of the driver.
- The provider reserves the right to suspend or remove access to the service for students displaying dangerous, irresponsible or unkind behaviour.

7. Safeguarding, Safety & Supervision

- Drivers are DBS-checked and operate under Queen's Gate's safeguarding and safety protocols.
- Seatbelts must be worn at all times.
- The service is not liable for any items lost on the bus.

8. Parent/Guardian Responsibilities

- Ensure accurate emergency contact details are provided and kept up-to-date.
- Inform the provider of any relevant medical or behavioural needs (including allergies) that may impact travel.
- Notify the School of absence from travel by email/phone as early as possible.

9. Liability

- The service provider is not responsible for delays due to traffic, weather, or other factors beyond its control.
- The service provider holds appropriate insurance and will take reasonable care to ensure safe transport.

10. Changes to Service

- The provider reserves the right to amend routes, schedules, fees, or policies with one term's notice where practical.

11. Data Protection Clause

- By agreeing to these terms and conditions, you give your consent for your contact details to be shared with the bus service provider who will contact you for the purposes of making travel arrangements.

12. Agreement

- Use of the service constitutes acceptance of these Terms and Conditions.
- These T&Cs may be updated periodically; families will be notified of changes in advance.