



Phoenix House
International School

School Bus Service Conditions of Carriage

Version 1.0

1. Introduction

1.1 The School Bus is an optional Service for children enrolled at Phoenix House International School (PH).

1.2 There is one route, operated by a bus with a maximum capacity of 25 children. On each school day, the following services operate on the route:

- One morning service to PH
- One afternoon service from PH after lessons
- One afternoon service from PH after club activities and extracurricular programmes

The Route Map and Timetable will be available on the PH website and can be referred to for full details.

2. Subscription

2.1 Parents sign their child up for the School Bus by paying a higher level of annual fees, as set out in the Schedule of Fees as well as the Finance and Fee Policy. This is a flat fee for daily single or return trips from any bus stop.

2.2 Parents can sign their child up upon enrolment, or at the beginning of a term, subject to availability on a first-come-first-served basis.

2.3 Subscriptions are automatically renewed, and parents who wish to discontinue must give one term's written notice to PH. In the case of parents no longer requiring their child to use the School Bus before the end of their subscription period, no refund is made.

2.4 PH decides safe and appropriate locations for the bus to stop. A child must always board and disembark the School Bus at the bus stop specified upon subscription. Changes are only possible based on explicit written permission from PH, and subject to availability. Parents with relocation plans are advised to consult with school staff as early as possible.

2.5 Places are limited and parents who express an intention to subscribe after full capacity has been reached are added to a waiting list. In such cases, parents are responsible for securing a suitable alternative means of transport for their child.

3. Health and safety

3.1 Each service is staffed by a Driver and a Monitor who exercise reasonable duty of care towards children on board. Buses are cleaned daily.

3.2 Parents must never allow a child who is unwell to board a School Bus.

3.3 Parents should bring their child to the bus stop at least three minutes before the scheduled departure time, and wait for the bus safely, mindful of road traffic.

3.4 Every child must sit still and wear a seatbelt for the full duration of the trips, and follow the Monitor's instructions. Eating is not allowed.

3.5 Serious misconduct which distracts the Driver or causes nuisance for fellow passengers can lead to a child being excluded from the School Bus Service.

4. Cancellations, delays and missed trips

4.1 All School Bus services are automatically cancelled on days where the school is closed.

4.2 If the school is open but all or part of the services are forced to be cancelled due to circumstances beyond PH's control, such as traffic conditions or mechanical faults, parents are contacted to discuss alternative ways of sending their child to school. No refund is provided. Parents are also notified if services are running with significant delays or diversions.

4.3 Parents must notify the school immediately if their child misses a morning service. They must then make alternative arrangements for their child to travel to school safely. Parents are contacted if their child misses an afternoon service.

4.4 The means of communication between parents and PH on the aforementioned matters relating to the School Bus is by phone call. The telephone number will be shown in the Parents' Handbook.

5. Adjustments

5.1 PH reserves the right to make changes to the School Bus routes and timetables from time to time to reflect the needs of families. Those affected by route changes will be consulted beforehand.

5.2 PH reserves the right to make changes and updates to this School Bus Service Conditions of Carriage, from time to time, as may be required.

Date: May 2021