

# Terms & Conditions

1. This agreement is made between all those who travel on the School Coach Service, their parents and John Lyon School in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for students' journeys to and from school are the responsibility of their parents. To assist with discharging this responsibility, John Lyon provides a School Coach Service.
3. Transport on the School Coach Service must be arranged in advance and paid for via online booking system.
4. Bookings on the School Coach Service are non-refundable in the event of a student failing to travel.
5. Bookings are to be made online via the online booking system at **[johnlyon.vectare.co.uk](http://johnlyon.vectare.co.uk)**.
6. Each student for whom an online booking has been made will be added to a passenger manifest detailing the service they travel on, their coach stop and what travel has been paid for.
7. It is the parents responsibility to inform Vectare, via the Contact Us form on the website, if they no longer wish for their child to use the School Coach Service. One full Term's notice must be given by a parent prior to the removal of a student from the School Coach Service or a reduction in the number of journeys made per week by a student.
8. If you wish for your child to use the School Coach Service on an ad hoc basis, or to vary the details of their travel as a one-off, you should book travel via the website. A charge is levied based on the zone that the passenger boards / alights in.
9. No student is permitted to travel on the School Coach Service if they are not pre-booked for the coach that they wish to travel on, as they will not necessarily be insured to travel. Other arrangements for journeys to and from School must be made by them or their parents.
10. Students who travel on the School Coach Service without permission from John Lyon (i.e. without having pre-booked) will have a standard fare of £20 added to the school account.
11. Students must travel to and from John Lyon School in full school uniform or a full school tracksuit, unless prescribed otherwise by the school.
12. Good conduct is required at all times. Bullying, shouting, use of foul language, dropping litter, playing music, or any other misbehaviour is strictly forbidden.
13. Except when embarking or disembarking, or when asked to move to a different seat in accordance with condition 14, all passengers must remain seated with their seatbelts fastened correctly.
14. Whilst on a School Coach, all passengers must accept without question the authority of a member of John Lyon School staff, transport company official, or school prefect, who may require them to obey any reasonable instruction such as to pick up litter, desist from certain actions or to move to a different seat.
15. Failure to comply with these conditions may result in disciplinary action, including temporary or permanent withdrawal of permission to use the School Coach Service.
16. John Lyon aims for 95% of journeys to operate within the industry window of tolerance of one minute early to five minutes late, however timings may vary due to traffic conditions or unforeseen circumstances. Drivers will not wait past the scheduled departure time at any coach stop.