



Put your school trips **in safe hands**



*Travel the safe way - Travel Yellowway*

# SCHOOL BUS CODE OF CONDUCT

Yellowway Coaches Ltd

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## **Introduction**

This Code of Conduct is an important document. It forms part of Your contract with Us, in addition to the Terms and Conditions of Carriage and any Additional Conditions (as defined in the Terms and Conditions of Carriage) which may apply to You. It is a condition of Your travel on Our Vehicles (Coach or Bus) and any failure by You to comply with it is likely to have serious consequences, as set out in the Terms and Conditions of Carriage or additional policies and guidance published on our website.

## **Definitions**

“We” and “Our” and “Us and “Company” means Yellowway Coaches Limited Incorporating Yellowway Motor Services Limited (Company number 1979828), postal address is Unit 3 & 5 Palm Business Centre, Stock Lane, Chadderton, Oldham, Lancashire, OL9 9ER; and “You” and “Your” refers to you, being Our passenger.

To reserve a pupil’s seat on the coach a completed bus pass application form must be returned along with the full payment unless travel is provided free of charge by your school or college. Cheques to be made payable to ‘YELLOWWAY COACHES LTD’. Seats are only reserved for the academic year.

Children will be issued with a travel pass, which they must carry with them, as they will be asked to produce this pass by the coach driver. Failure to produce a valid travel pass will result in the payment of the fare in cash.

The travel pass issued to the pupil shall remain the property of Yellowway Coaches Ltd. Travel Passes may be audited at any period during term time. This will require the bus driver collecting the pass from the pupil and returning it to the office. The pass will be handed back to the pupil when they next travel on the school bus.

The travel pass should not be defaced or purposely damaged. If upon inspection the travel pass has been defaced or damaged a replacement pass will be required at a cost of £10.

## **Your Obligations**

YOU AGREE THAT:

### **Waiting for the bus**

1. The actions and behaviour of the passengers on the vehicle, or the consequences thereof, shall not be the responsibility of the Company. Parents are asked to ensure their children know exactly what is expected of them on the bus journey.
2. The responsibility for the children prior to boarding the vehicle or after leaving the vehicle shall not be the responsibility of the Company. Parents are advised that passengers who request unscheduled drop off points do so entirely at their own risk.
3. You shall arrive at the bus stop or other agreed pick up point in good time before the bus is due to depart.
4. You shall cross roads carefully when walking to the bus stop or other agreed pick-up point. You shall never cross the road in front of the bus and shall use road crossings or traffic lights where possible.
5. You shall wait for the bus in a quiet and orderly manner, back from the road, without causing a nuisance, shouting, harassing, threatening or bullying others, causing damage or acting in any way which is not respectful to others.

6. You shall not cause damage to the bus shelter or other surrounding property.
7. Upon arrival of the bus, You shall signal clearly to the bus driver that You wish the bus to stop, waiting well back until it stops and allowing passengers to leave the bus, if necessary, before trying to board.
8. You shall board the bus in an orderly fashion without pushing in or pushing other passengers out of the way.
9. Upon boarding the bus, You shall have all relevant tickets and bus passes (or the correct change if paying with money, high monetary notes or excessive amounts of small change are not accepted due to route timings) out ready to show your ticket and/or bus pass to the bus driver without having to be asked or otherwise prompted. No Buss Pass = No Travel.
10. You shall not cause any unnecessary delay to the departure of the bus.
11. The afternoon coach will depart from School/College promptly at the time stated on the published timetable. If a child anticipates being late, he/she should ask a fellow passenger to inform the driver. The driver will not wait more than a couple of minutes in this event. It is impossible to have a head count on either the morning or afternoon run. Individuals have therefore to be responsible for their own time keeping.
12. Each child should be instructed on how to contact a parent/guardian should a problem arise at any time i.e. missed the bus. A contingency plan is strongly advised.

#### **On the bus**

13. There is NO adult supervision on the vehicles. The coach driver is not responsible for supervision of passengers. Children MUST remain seated at all times for their own comfort and safety, and the safety of their fellow passengers. All vehicles are fitted with seatbelts. All passengers must wear seat belts at all times. Failure to do so is not the responsibility of the coach operators.
14. If spare seats are available, You shall sit down rather than stand. Where seat belts have been fitted, these should be fastened. You shall not stand forward of the bus driver or on the steps.
15. You shall not obstruct the bus driver's vision at any time or distract the bus driver's attention or speak to him whilst he is driving without good cause.
16. You shall follow the bus driver's reasonable instructions at all times.
17. You shall show all tickets, bus passes and proof of identity or age to the bus driver or other officials promptly and without objection upon request.
18. You shall not raise your voice, shout, or create unnecessary noise so as to distract the bus driver or to disturb other passengers.
19. You shall not leave your bags or other property unattended.
20. Seats may not be reserved or occupied with bags. Any passenger is entitled to remove bags from a seat and occupy it.
21. Children are expected to behave in a proper manner and to have regard to common courtesy to the coach driver, fellow passengers and the coach. The partaking of snacks is allowed at the discretion of each individual driver – please ensure any rubbish is retained until disembarking from

the coach – a bin is provided, usually at the front of the coach. Any child found to be making a deliberate mess will be asked to clean it up, if necessary at the coach depot.

22. Only food and drinks in a spill-proof container shall be permitted to be carried on the bus. You shall report any spillages to the bus driver as soon as possible. We reserve the right to charge You for all reasonable clean-up costs.
23. It is the children's responsibility to look after their own belongings. Any lost property may be collected provided that it has been handed in. Please contact our office to check it has been found. A handling charge per item may be incurred. Please see our website for full details.
24. You shall notify the driver of any circumstances of which You become aware which may pose a risk to safety.
25. In case of an emergency or a breakdown, You shall promptly follow the driver's instructions. In normal circumstances, You shall only attempt to leave the bus once the bus driver has indicated that it is safe to do so.
26. You shall not tamper with, deface, graffiti, remove or damage any part of the bus interior or exterior. You shall be liable to pay Us for the full repair or replacement costs for any damage, theft or loss (whole or partial), which you intentionally or negligently cause to Our property and for all losses incurred by us as a result of such damage, theft or loss (including but not limited to loss of use) in accordance with the Terms and Conditions of Carriage.
27. You shall notify the bus driver immediately if you see anyone else tampering with, defacing, graffiti-ing, removing or damaging any part of the bus
28. You shall not say or do anything which may reasonably cause offence, harm, damage, injury, death, inconvenience, disrespect, upset, nuisance or delay to other passengers or their property, to Us or Our property or to the bus driver. In particular, We shall take any incidents of threatening or violent behaviour, harassment, bullying, arguments and fighting very seriously. Any inappropriate behaviour permits Us to refuse to let You travel on Our buses, withdraw Your ticket, report You to Your school and the police, disclose personal data and CCTV footage to relevant authorities and to take any other action as We see fit.
29. You shall not make racist, sexist or other derogatory comments.
30. You shall not use offensive language or spit.
31. You shall not bring prohibited, dangerous, illegal or toxic articles on the bus, including but not limited to alcohol, drugs and weapons or items which could reasonably be used as weapons.
32. You shall not smoke, carry lighted tobacco or light a match or cigarette lighter whilst on the bus or bring such items onto the bus.
33. You shall not travel on any part of the bus not provided for the carriage of passengers.
34. You shall not tamper with the emergency door or other emergency equipment on the bus which shall only be used in a genuine emergency.
35. You shall not throw or trail any article from the vehicle.
36. Incidents of unruly or disruptive behaviour will NOT be tolerated and will be firmly dealt with by school. NB: Any passenger involved in an incident on the coach which is reported by the driver to the coach company office will be reported to school.

Should the behaviour of a passenger continue to cause disruption to fellow passengers to such a point that 3 warnings have been issued from either the school or Us, then they will be excluded from the bus for 2 weeks and the bus pass will be confiscated by the driver. The school will be informed and will make contact with the parent/guardian to advise them of the situation. A replacement pass will only be issued by providing a new photograph and collecting the pass in person from the offices of Yellowway Coaches Ltd. An administration charge of £25 may apply to re-issue a replacement pass for confiscated and lost passes.

Incidents of a serious nature or that endangers passenger safety may result in an immediate exclusion for a period longer than 2 weeks, this will be at the discretion of Yellowway Coaches Ltd. NO REFUNDS WILL BE MADE to excluded passengers.

Older pupils should set an example of good behaviour to other pupils and report unacceptable language or poor behaviour to the school. They should act responsibly if pupils are misbehaving.

### **Leaving the bus**

37. When You wish to leave the bus, You shall ring the bell in plenty of time and once only to let the bus driver know that the bus is approaching Your stop. If standing, You shall not stand forward of the bus driver until the bus has stopped. If seated, You shall not get up until the bus has come to a complete standstill.
38. You shall leave the bus in an orderly fashion and only once the doors are fully open and the bus has come to a complete standstill.
39. Upon leaving the bus You shall never cross the road in front of the bus. You shall wait until the bus has left before crossing the road and shall use road crossings, crossing patrol wardens or traffic lights where possible.

### **Our Obligations**

WE AGREE THAT:

40. The Company will endeavour to act responsibly and to contact school/college before the end of the school day should there be a delay in the coach arriving for the afternoon departure. The school will then direct the children accordingly, either to wait together at the pick up point or contact parents/guardians in any event deemed necessary.
41. The Company reserve the right to amend the routes, pick up points (and times) along with occupants of the coach at any time in order to make best use of the coach.
42. The Company will ensure that bus and coach drivers hold a clear, Enhanced DBS Certificate.
43. **MORNING SNOWFALL CANCELLATION.** In the event of heavy snow the decision to cancel the morning service will be taken at the latest of 0700 hours. There will be no return service on any day that the morning service is cancelled. School closure notice is usually given over local radio stations, the school's website from 0730 hours, Yellowway social media such as Facebook and Twitter pages. When it is decided to cancel the service a text message will be sent from school to all those who have registered a mobile phone number. Phone calls to the office will not be answered **before 9am**. Some services may run depending on the route.
44. **MIDDAY SNOWFALL.** The decision to close the school early and to send the vehicles out early will be made by either the head teacher or the coach company. Parents are requested to seek information from the school. Every attempt will be made by the coach company to get the children

back to their respective drop off points. Notification will again be sent by text message by the school/college if the service runs early or cannot complete the route.

45. The Company are a responsible operator and carry full insurance cover for public liability, as required by law.