



Bus Code of Conduct

At the Bus Stop:

- Always arrive at the bus stop five minutes before the bus arrival time. Make sure that you have your bus pass with you and store it carefully so that your name and picture remain visible.
- Do not play near the road while waiting for a bus. Wait sensibly, well back from the road edge.
- Only travel on the route that you have been allocated.
- Do not use anyone else's pass or give your pass to other people.

If you lose your pass contact the county council for a replacement one. There is a fee of £25 for a replacement bus pass. A temporary pass can be obtained from student reception until your new one arrives from county.

Transport may be refused without a valid bus pass

Contact numbers for Northamptonshire county council:

- West Northamptonshire Council – 01604 364388
- West Northamptonshire Council (alternative number) – 0300 126 7000

How to apply for a replacement bus pass:

[Order a replacement bus pass - Online form \(achieveservice.com\)](https://www.achieveservice.com)

If the bus is late

- wait 15 minutes past the arrival time then ring the number on the back of your pass to find out what is happening. Wait a further 15 minutes. If the bus has still not arrived go home and let your Parents/Carers know what has happened and ring the school on 01536 418844. Your parents will need to make arrangements to get you into school safely as soon as possible.
- Discuss a contingency plan with your parents before a late bus situation arises, so you know exactly what your parents would like you to do. (Eg return home or go to a friend's or relative's house to organise transport to school.)
- Make sure you wear appropriate clothing for the time of year – waiting in winter, you will get cold unless you have a coat, hat and gloves.

When the Bus arrives in the morning:

- Wait until the bus has stopped before you move towards it.
- Do not push or run for the door when the bus has stopped.
- Board the bus in a sensible manner
- Find a seat quickly, and sit down.
- Do not take up more than one seat – often buses are booked to full capacity
- On some buses, seatbelts are provided for your comfort and safety and you are advised to wear them.
- Listen to the driver and always do as asked.

When the Bus arrives in the afternoon:

- When called for, line up quietly in your bus queue near the bike shed
- Follow the member of staff's instructions without fuss
- Walk to the bus in an orderly manner.
- Wait until the bus has stopped before you move towards it.
- Do not push or run for the door when the bus has stopped.
- Board the bus in a sensible manner
- Find a seat quickly, and sit down.
- Do not take up more than one seat – often buses are booked to full capacity
- On some buses, seatbelts are provided for your comfort and safety and you are advised to wear them.
- Listen to the driver and always do as asked.

On the journey:

- Show your pass when asked. Remember, there is a **'no pass no travel'** policy set by the County Council.
- When you are on the bus, stay in your seat throughout the journey. Always sit in your seat properly.
- Never distract the driver in anyway – this includes shouting, throwing things and bad language.
- Be considerate to other passengers. Any intimidation and bullying will not be tolerated.
- Do not eat, drink or smoke on the bus. Smoking is illegal on buses.
- Leave the bus clean and tidy – as you would expect to find it.
- Keep aisle clear. Bags go under the seat, on the parcel shelf or on your lap.
- Do not touch any emergency equipment (unless you are told to do so by the bus driver or bus escort).
- Only leave your seat when the bus reaches your stop.
- Make sure that your coat; scarf or bag does not get caught in the door when you are getting on and off the bus.
- When you are getting off the bus, see that younger students are well clear of the vehicle. Look after younger students or those who seem to need your help.

- Make sure that you have all of your belongings as you leave the bus.
- Never cross the road when you get off the bus until it has moved away. Wait until you can see clearly in both directions before attempting to cross the road.
- If the vehicle breaks down or is involved in an incident, remain seated. Follow any instructions given to you by the driver quickly and without fuss.
- If your bus is delayed at the end of the day discuss your alternative methods to get home with staff on bus duty before leaving the school.

You need to be aware that many bus companies monitor the behaviour of passengers using CCTV. CCTV footage may be used as evidence if drivers or passengers are hurt, bullied, intimidated, or for poor behaviour. CCTV footage will also be used for any damage caused to the vehicle or students property.

Failure to follow the bus code of conduct will result in the issue of warnings and /or being excluded from using school transport. Parents/Carers will be responsible for transporting you to and from school (without financial assistance) should exclusion be imposed.