

Headington & MCS Bus Partnership

CODE OF CONDUCT FOR PUPILS WHO TRAVEL ON THE HEADINGTON & MCS BUS SERVICE (2023-24)

We want to ensure that you and all other passengers stay safe and travel in comfort on the Headington & MCS Bus Service. Please make sure you understand the rules below. **Parents should ensure that their children are familiar with the procedures. If pupils do not adhere to these, permission to travel may be withdrawn without refund.**

Your bus pass

- Carry your bus pass with you whenever you travel to and from school and be ready to show your pass to the bus driver.
- Only use your pass to travel on the route(s) that has been approved.
- Do not use anyone else's pass or allow another person to use yours.
- If you lose your pass, contact hmbus@oxfordbus.co.uk and a replacement pass will be issued.

Your pick-up point

- You are responsible for getting to your bus pick-up point, and on to the bus safely.
- **You should be at the pick-up point at least 5 minutes before the timetabled departure time.** The bus will run to the timetable and will not wait if you are late.
- Vehicle tracking will enable you to see whether your bus is running late. Ensure that you have an agreed plan with your parent/ carer of what to do if your bus is running significantly late or is cancelled. Schools will be understanding of pupils travelling on the service if the bus is delayed.

Keeping safe when getting on and off the bus

- Queue sensibly, well away from the edge of the road.
- Get on and off the bus in an orderly way and with consideration for other users and other pedestrians
- If you need to cross the road once you have left the bus, make sure the bus has been driven away so you can see other vehicles and their drivers can see you. At the school end ensure you follow the procedures put in place by your school for your safe access from and to your school-end stop.

On the bus

- Occupy your seat correctly, and stay in your seat facing forward once you are on the bus.
- Always use the seatbelt provided.
- Pay attention to the journey and make sure that you are ready to disembark at your stop.
- Do not speak to or distract the driver unless there is an emergency.
- Do not stand in front of the driver on the stairwell.
- Do not use emergency exits or doors unless the driver instructs you to do so or if there is a genuine emergency.
- Behave appropriately and be mindful of different age groups of children travelling. Pupils should not shout and if using devices these should be muted or headphones should be used. Foul and abusive language will not be tolerated.
- Bullying and disruptive behaviour towards other passengers will not be tolerated.
- Do not throw items or damage the inside or outside of the bus.
- Dispose of litter in the bin provided or take it with you.
- If the bus breaks down or is involved in an accident, follow the driver's instructions. Stay calm and do not leave the area unless given approval by the driver.
- Buses are fitted with CCTV to monitor behaviour and ensure passengers are safe. Footage may also be used as evidence if passengers are hurt or if the bus is damaged.
- Report any issues with on-board behaviour to your parent/carers and/or to your school.
- Pupils should not eat nuts or nut-based products on the bus.
- Pupils must accept the authority of school staff, the driver and any other HMBus staff supervising the service and act on all reasonable instruction given.

Use of external coach storage compartments

- External coach storage compartments can be used but may only be opened or closed by the driver who is the keyholder. Passengers must wait for the driver to disembark before boarding or disembarking so that the driver can attend to the locker promptly. On homeward bound trips passengers are asked to tell the driver if they have baggage they need to retrieve before disembarking.

Last updated: 13th June 2023