

Headington and MCS Bus Partnership

TERMS & CONDITIONS 2024-25

CORE SERVICE

The Headington and MCS Bus Partnership (HMBus) is a collaboration between Headington Rye Oxford (HRO) and Magdalen College School (MCS).

1. Booking, bus passes and cancellation

- Pupils in Year 3 and above from HRO and MCS who have booked and paid for a seat in advance, are able to travel on the Core Service.
- Children must carry bus pass with them and have it available when they board on the AM and/or PM Bus service. Passes are not transferable.
- The commitment for the Service is to sign up for the Academic Year. Payment for the Service can be paid as a single instalment (before September 2024) or two equal instalments (Instalment 1: Before September 2024 and Instalment 2: collected on 10th February 2025). Where space permits, bookings can also be made part way through the Academic Year with sign-up again required for the remainder of the Academic Year but with a pro-rata charge applied.
- A change of route, subject to availability, is possible when families move house at the discretion of a pupil's school and with a minimum of 14 days' notice given.
- Cancellations are possible when families move house or in exceptional circumstances at the discretion of a pupil's school and with a minimum of a half term's notice.
- If a pupil loses their bus pass, please contact hmbus@oxfordbus.co.uk and a replacement pass will be issued. A charge of £10 will apply.
- To guarantee travel from the start of Term, bookings must be made by midnight on Tuesday 20th August 2024. Bookings can still be made from Wednesday 21st August but pupils will not be able to start travelling on the Service until Monday 16th September 2024.
- Pupils must not start to use the service unless they have received their bus pass or parents have received written notification that their child can start to use the service. At least 5 clear school days' notice is usually required before pupils can start to travel on the service following a booking being received. This may be longer for Junior/ Prep pupils where written confirmation is required from the School to ensure arrangements are in place.

2. Fares, costs and billing

- An AM or PM Only fare is charged at 70% of the Return Service fare.
- There is a sibling discount of 15% on the 2nd child's fare and 30% on any subsequent child travelling to HRO or MCS. The discounts will apply to the cheapest of the siblings' fares.
- Before travelling, and in line with the required notice period for bookings, pupils must have a valid booking for the service they wish to use with payment made in advance through the online booking portal.
- A child can split their regular journeys across two routes e.g. where parents live at different addresses, subject to seat availability and the agreement of schools whose decision is final.

3. Travel

- Pupils should be standing at the bus stop and ready to board at least 5 minutes before the scheduled time as the bus will not wait. Responsibilities remain with the parents/carers until the bus arrives and the pupil boards safely.

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- Pupils must only use their pass on the route(s) that has been approved and within the zone purchased.
- Pupils must not use anyone else's pass or allow another person to use theirs.
- Only pupils with a valid bus pass can travel. Therefore, friends are not permitted to travel on the service.
- Vehicle tracking will enable parents/pupils to see whether their bus is running to schedule. You should have an agreed plan with your child/ren of what to do if their bus is running significantly late or is cancelled. Schools will be understanding of pupils travelling on the service if the bus is delayed.
- Parents/carers must be at the drop-off location to meet their children if they are in Year 6 or below – unless parents have notified the HMBus Support Team (hmbus@oxfordbus.co.uk) in writing that this is not required. Failure to be at the drop-off point to meet the bus will cause delay to services and the pupil may lose their right to travel.
- Pupils in Years 7 and above do not need to be met by parents.
- When schools finish early at the end of term, the Service will operate as usual for the journey to and from school but a mid-day return service for Headington Rye pupils will not be provided.
- Drivers are unable to administer any medication to pupil's travelling on the service, including EpiPen's (auto injectors).
- We operate an allergy-aware service and pupils should not eat nuts and nut-based products whilst travelling on the bus service. Parents/Guardians are asked to make their own assessment of any risks to their child/children before making a booking.
- If your child has a disability or mobility issue (either permanent or temporary) that may affect their use of the coach, please discuss your requirements with your child's school and HMBus will address specific requests on a case-by-case basis.

4. Our service

- As demand for the service changes or as a result of roadworks, it may be necessary for changes to be made to the published route and/or timetable. HMBus will provide parents with as much notice as possible of any changes.
- HRO and MCS reserve the right to give at least an academic term's notice to cease a Route in the event of it being significantly undersubscribed or by factors outside of our control.
- Although HMBus will make every effort to run to scheduled timetables, inevitably incidents may occasionally occur outside of our control. If pupils need to be at school promptly for a trip, exam or other important activity HMBus cannot accept any liability for pupils arriving late. Parents may want to consider alternative transport on these days.

5. Children travelling on coaches should:

- Adhere to the HMBus Code of Conduct for pupils.
- Report any issues with on-board behaviour. Parents should report these to their child's school who will liaise with parents and operators to resolve any concerns.
- Pay attention to the journey and make sure that they are alert and ready to disembark at their stop. On the return (PM) journey, if a pupil misses their stop it is their responsibility/ their parents' responsibility to ensure they get home safely.

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6. Parents/carers

- Parents/carers should inform HMBus (hmbus@oxfordbus.co.uk) of any change of telephone number or other contact information.
- Parents/carers will work with their respective school to address any behavioural problems that occur on the bus. The child's use of the service may be suspended or withdrawn without refund if the problem cannot be resolved.
- Parents/carers must be clear on how their child will walk to/from the bus at the school-end and any arrangements Schools have in place to support Senior and Junior pupil's. The responsibility remains with the parent/carer and the pupil.
- If a Junior pupil's travel arrangements differ from the usual arrangements, the parent must notify the school about this. It is not the responsibility of the HMBus Support Team to do this.
- A pupil's journey from (and to) the bus stop at the home-end is the responsibility of the parent/carer/pupil.

Last updated: 31st May 2024