



Coach Users Handbook

School coaches provide an efficient, safe and valuable service to over 170 pupils. All coach companies under contract have many years of experience. The routes have been designed to serve as many users as possible, while taking into consideration local traffic conditions and safety of the girls at the pick up and drop off points.

Enrolment

Please contact the school office

Tel: 01932-869990

Email: reception@notredame.co.uk

Cancellation

A **full term's notice in writing** to to Mrs Purkiss, Fees Administrator is required to cancel coach use. Please also contact Mrs. Purkiss for any queries on the invoicing of coach services.

Cost

Please refer to the current school coach fees schedule. It is possible to sign up to use the coach service for one way only. The coach fees are reviewed annually, and parents are notified of the fees for the following school year at the end of each spring term. The school also offers a **minibus (am only) service** for a nominal fee which covers the Cobham & Oxshott areas.

How the coach service works in the morning

What time does my daughter need to be at the bus stop?

Coach users must be at their chosen bus stop **5 minutes before the allocated time. It is the responsibility of parents/guardian to ensure girls are at their stop in plenty of time.**

Will the coach wait at the stop if my daughter is late?

No, coach users must be punctual (see safety).

Will the coach leave the stop earlier than the allocated time?

No, if the coach arrives early it will wait until the allocated time for that route.

(If you think a driver has left your stop early, please report it to the school office so the coach company can be alerted.)

What happens if my daughter misses her coach?

It is the responsibility of the parents/guardian to take your daughter to school

What happens if the coach is delayed in traffic or breaks down?

If the coach is very delayed, the coach company will contact the School. If the coach does not arrive at your stop in the morning within 10 minutes of its scheduled time, you can phone the School office to check on the situation. The coach company will provide alternative transport if there is a breakdown. Any coach users already on board will remain on the coach until a new coach arrives.

Will the coach driver monitor coach users embarking?

No, there is no register taken during the morning routes.

What if my daughter has a large instrument or heavy luggage?

The coach drivers are happy to help store outside luggage safely, but it is the girls' responsibility to be able to carry all items on and off the coach. If there is no room for the item in the coach, it will need to be placed in the storage compartment underneath. It is the responsibility of the girls to take all their belongings off the coach.

Does a member of staff meet the coaches?

Yes, Senior girls then make their own way into School. Juniors and Infants make their own way to the school playground.

What happens if the coach arrives at school after registration at 8:45 am?

Senior girls must report to the School office to sign the late book and then join their class.

Junior and Infant girls should go to the School office to be registered.

Lateness due to coach delays is not held against pupils, but the school needs to sign them in for accurate registers.

How the coach service works in the afternoon

How does my daughter get to the coach after pm registration?

Senior School coach users will make their own way to the coaches. Each day a Senior School member of staff is on coach duty. Coach prefects take the register to record who is on the coach.

It is the responsibility of each Senior School coach user to make sure she is on the correct coach at the correct time. Pupils not on their coach at 4:20 pm will be left behind and you will need to collect them.

Junior and Infant coach users: If you have indicated that your daughter is to take the coach on the day, she will be taken by a member of staff to meet the coaches. Coach users are placed on the coach and seat belts are checked. A member of staff remains until all coaches depart.

It is essential that you notify the School of the regular coach-use pattern for your daughter using the Prep School Coach Consent Form, and any changes to this pattern must be notified to the School office on the day.

In the event of any discrepancy or uncertainty, Prep School children will be kept safely at school in aftercare until they can be collected. In this event, every effort will be made to contact parents/guardian using the numbers they have provided.

How can I notify my daughter if I change coach-use plans during the day?

Senior School girls: In an emergency contact the School office as early as possible, but by 3.30pm at the latest.

They will ensure that your daughter receives the message. Girls may not use their mobile phones during the day, but they may use them before boarding the coach if plans need to be confirmed.

Junior and Infant school girls: Contact the School office to make a change in the regular coach arrangements.

Can my daughter bring a non-coach user home on the coach?

Yes. There is a set fee per journey. Parents must notify the school office to check availability. Alternatively, Senior school girls may come to the School office and sign up for a one-day coach pass. The amount will be added to the next invoice. ***It is crucial that this notification takes place, to ensure that every girl has a seat for the journey.***

How do I know which is my coach?

All coaches should display the route number on their front window.

Are there safety belts on the coaches?

Yes. All coaches are fitted with seat belts. ***It is the responsibility of the coach user to wear their seat belt and stay seated for the duration of the journey.***

Are there prefects allocated to the coaches?

Yes. All coaches are allocated two senior prefects whose duty is to take afternoon registers and monitor behaviour. Any unacceptable behaviour is reported to the school.

Is there a 'buddy' system in place?

No. All coach users are encouraged informally to assist other users. Anyone requiring assistance should speak to the coach prefects.

CODE OF CONDUCT

In order that all coach users have a safe and enjoyable journey please ensure they are aware of the following:

- **SEAT BELTS MUST BE WORN AT ALL TIMES**
- **NO SEAT SHARING**
- **NO STANDING**
- **BEHAVE CONSIDERATELY TO OTHERS**
- **FOOD AND DRINK ARE ALLOWED ON THE COACH ONLY AT THE DRIVERS DISCRETION. ALL RESULTING RUBBISH MUST BE TAKEN OFF THE COACH.**
- **NO I-PODS OR LOUD MUSIC**
- **QUIET CONVERSATION – NO SHOUTING**

HELP US TO IMPROVE THE COACH SERVICE

The Coach Group, consisting of school staff & interested parents, meets as and when required to discuss the coach service. We would like to continue improving the service so please let us know what works well, what doesn't, or if you have any concerns we should know about. Please contact the school office for more information.

