

Guidelines for Parents & Students

➤ **Advice on how to catch your school bus**

- 1) We advise all students to be at the bus stop at least 5 minutes before the scheduled departure time. This will help us to ensure you do not miss the bus if it runs 1-2 minutes early due to time setting of watches, etc.
 - 2) When looking out for your bus, look for the number in the windscreen or on the light up destination blind.
 - 3) Always flag the bus down when it approaches. If there are a number of services that pass through the area, they may not know you want that particular bus.
 - 4) If the bus is 10 minutes late or more, then we advise calling the operator in the first instance to see if the service is running late. Details of the operator can be found on the timetable on the WCC website. If you are advised that the bus is going to operate, but late, you are free to make alternative arrangements but these will be at your own cost.
 - 5) If the bus operator advises you the service has broken down and/or going to operate in excess of 30 minutes late, you are within your rights to transport your child to school and claim back the cost at a rate of 25p per mile.
- You can call the Transport Operations team on 01926 412929 (option 1 then option 2) if you are struggling to contact the bus operator or you cannot make alternative arrangements and we will assist you as best we can.
- If you find that your bus runs late on a regular basis, please report this to busservices@warwickshire.gov.uk or using the number above including the date and time of the incidents and we will investigate and try to rectify this issue for you.