

# Home to School Transport 2019-2020



## Frequently Asked Questions 2019- 2020

**Q: How should I apply for school transport?** All applications must be made online. Go to [www.pulhamscoaches.com/home2school](http://www.pulhamscoaches.com/home2school) and complete the application form. You can apply for up to four children in one application.

**Q: What happens after I have applied online?** You will receive an acknowledgement of your application by email – this is not confirmation of a space. We will be in touch shortly afterwards with a quotation (price), illustrating the cost of travel and your payment options. This quotation is valid for 30 days but if your application is made after 20<sup>th</sup> June 2019 your quotation price will only be valid until 19<sup>th</sup> July 2019 and therefore must be accepted within that time. All Quotations which are not accepted by 19<sup>th</sup> July 2019 will expire and will not be processed until after 19<sup>th</sup> August.

**Q: I have received a quotation – what happens now?** The email quotation (price) you receive, will contain a link. You do not need to return the PDF attachment. Click on the link to view your request, accept or decline it, view invoices and pay online. You cannot proceed with your application unless you click on the link in the email. If you do not click on the link and confirm your acceptance of the quotation, your application will not be processed and you will not be offered a space if one is available. Once you have accepted the quotation via the link, a confirmation email will be sent to you (this may not arrive straight way) followed by an invoice showing what fees are due. This quotation is valid for 30 days but if your application is made after 20<sup>th</sup> June 2019 your quotation price will only be valid until 19<sup>th</sup> July 2019 and therefore must be accepted within that time. All Quotations which are not accepted by 19<sup>th</sup> July 2019 will expire and will not be processed until after 19<sup>th</sup> August. A space is not secured until payment is received.

**Q: What if I have not paid?** If we do not receive payment, we will not issue your bus pass and your child/ren will not be allowed to travel.

**Q: Where is my bus pass?** We print bus passes at the end of August and providing you have paid by 19<sup>th</sup> August 2019, we will post your bus pass ready for the first day of term. Late payments will delay the issuing of your bus pass.

**Q: What happens if my child no longer requires transport during the school year?** The Terms & Conditions you agree to when applying for school transport state that the parent or guardian is responsible for the full year's fee even if travel ceases within the academic year.

**Q: What if I no longer require the space before school starts and I have already applied?** If you no longer require a space due to a change in circumstances (i.e. GCSE results / moved away) Please notify us by email. We will then remove your application for transport and arrange a refund (if applicable).

**Q: Do you offer any discount?** We do not offer any discounts. The cost given in your quote and invoice are fixed prices.

**Q: My child already travels on your route – Do I have to reapply every year?** Yes, it is necessary to reapply every year for school transport. If you do not reapply, we will assume that you no longer require a space.

**Q: Can I apply for more than one child in the same application?** Yes. You can apply for up to four children in one application.

**Q: Can I specify the route I wish my child to use?** It is not possible to specify the route. Each year, routes are reassessed depending on the number of children travelling from each stop. Routes and times often change as a result of this exercise. We ask that parents simply choose their nearest stop and the child will be allocated accordingly. We will try to accommodate additional requests, but this is not guaranteed.

**Q: Will the bus timetable change from the current year?** Quite possibly. We review the routes each year depending on the number of children who apply. We reserve the right to change the timetable to accommodate travel requirements. Your child will not necessarily travel on the same bus or route or at the same time as the previous year.

**Q: How do I find out about the bus timetable?** We will publish the bus timetables on our website at the beginning of each academic year.

**Q: When is the first payment due?** The first, or full payment if you are paying in one instalment, will be due 14 days before travel. However, you can pay before that if you wish.

**Q: Do you offer payments over 12 months?** We only offer the payment structures which are emailed to you as part of your application quotation. However, you may begin paying in advance from 7<sup>th</sup> January 2019 if you wish. Please contact us to discuss this option.

**Q: How do I pay?** Please use the link in your emails which takes you to our School Transport Portal where you can pay online.

**Q: How is my application prioritised?** We allocate school seats on a “first come, first served” basis set by the date and time on which you accept your quotation online using the link provided. We encourage parents to make applications as soon as possible. No payment is required until 14 days before travel.

**Q: I have forgotten to apply – what should I do?** All applications received after 19<sup>th</sup> July 2019 will not be processed or allocated until after 19<sup>th</sup> August 2019. This means you may not be able to get a space on a school bus and you will not be able to travel until we can confirm this. If possible, we may be able to offer space on an alternative route on a temporary or permanent basis.

Terms and Conditions apply to Home to School Transport applications.