

**Pulham & Sons (Coaches) Ltd.**  
*Home to School Transport Terms & Conditions*



**1. Application of Terms & Conditions**

- 1.1. These terms and conditions apply to all privately funded Home to School Transport. Making an enquiry or booking via our online system will be deemed as acceptance of these Terms & Conditions.

**2. Applications for Home to School Transport**

- 2.1. All applications for up to four children must be made online by a parent or guardian over the age of 18. The company cannot accept paper or email applications.  
 2.2. Once an application has been made online the applicant will receive an acknowledgment of their application stating the details entered. This is not an offer of transport or confirmation of space on a school bus.  
 2.3. Once the applicant details have been received we will respond with a quotation which illustrates the price per child for the academic year and the payment options.

**3. Quotations, Pricing and Bookings**

- 3.1. "Quotation" refers to the document sent to you detailing the price of school transport for the academic year being applied for.  
 3.2. Quotations for Home to School Transport are provided based on the information provided by the parent or guardian such as (but not limited to) number of seats required, destination, boarding location/s and destination. Whilst we are happy to accommodate alterations whenever possible, changes to any of the above details are subject to availability and any amendment may incur additional charges.  
 3.3. Quotations for Home to School Transport are made subject to a space being available at the time the parent or guardian accepts the quotation not at the time of application. The route the child is allocated to and the time of travel will be at the discretion of the Company.  
 3.4. Once the quotation has been accepted by the parent or guardian further details will be provided making an offer of transport. The company reserve the right to delay an offer of transport or refuse an application, regardless of having provided a quotation, until they are satisfied that sufficient seats are available after the allocation of entitled and non-entitled children. Full refunds are provided under these circumstances.  
 3.5. Quotations must be accepted online using the link provided and cannot be accepted on your behalf by the company.  
 3.6. The PDF document which accompanies the email quotation is provided by our portal for information only and does not need to be returned to the company.  
 3.7. Applicants must use the link provided in the email quotation to accept it. Applicants cannot proceed with the application otherwise. If the applicant does not click on the link and confirm acceptance of the quotation price provided the application will not be processed, no offer of transport will be made and no seat/s will be reserved.  
 3.8. Once the quotation has been accepted via the link, a confirmation email is sent followed by an invoice showing what fees are due.  
 3.9. A non-refundable deposit is required to secure each seat requested and is illustrated on the invoice. This must be paid within 48 hours of invoice receipt to secure the seat.  
 3.10. Quotations are 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 2019. These dates are subject to change with no prior notification.  
 3.11. Quotations sent after 19<sup>th</sup> July 2019 must be accepted within 7 days but in all cases will expire and become invalid on 25<sup>th</sup> August 2019.  
 3.12. The company accepts no liability for quotations which have been sent by the company but not received or accepted by the applicant. Applicants are solely responsible for checking their junk mail and spam settings.  
 3.13. It is the applicant's responsibility to ensure contact is made to the company if the applicant has accepted the quotation using the link provided and have not received further communication within 7 days.  
 3.14. Where transport is not able to be provided on the part of the company, applicants will be placed on a waiting list. Waiting list priority will be judged by the date and time the quotation was accepted online regardless of the date of application.  
 3.15. A space is not secured until full payment is received. If payment is not made the company will not issue a bus pass and the child will not be able to travel.

**4. Route and Time Variation**

- 4.1. During the journey, the driver is the sole judge of reasonableness with regard to any change of route.  
 4.2. The vehicle will depart at the time agreed on the formal timetables which are approved at the start of each academic year. It is not guaranteed that children will join the same bus or route as the previous academic year.  
 4.3. Home to School Transport timetables are subject to change at any time and this will be communicated via the educational establishment the child is attending.  
 4.4. We reserve the right to remove any stop listed in the application process if there are insufficient passengers boarding. It is the responsibility of the parent or guardian to arrange transport to the next nearest stop.  
 4.5. The Company accept no liability for loss or injury to any student who fails to join the vehicle at the agreed boarding times or if the student chooses to alight at a different stop.

**5. Students and Student Code of Conduct**

- 5.1. All students must remain seated with their seatbelts securely fastened whilst the vehicle is in motion.  
 5.2. The Company will not accept liability for any loss or damage incurred by passengers who fail to follow the instructions given by the driver and the school.  
 5.3. In the interests of other passengers, no musical instruments, radios or other audio devices shall be played without the permission of the driver.  
 5.4. It is strictly forbidden for any student to carry or consume illegal drugs or carry real or replica weapons on the vehicle.  
 5.5. Smoking is not permitted on any Company vehicle including the use of substitute products such as electronic cigarettes.  
 5.6. Students must not distract the driver at any time whilst s/he is driving the vehicle unless there is an emergency. Students must not use emergency exits or doors unless instructed to do so or there is a genuine emergency. Students must not stand in front of the driver or on the stairwell  
 5.7. Students must not eat, drink or leave litter, throw items inside or outside of the bus or cause disruptive or aggressive behaviour towards another passenger or the driver.  
 5.8. The driver is responsible for the safety of the vehicle and as such may remove, or prevent from boarding, any passenger whose conduct is in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. This includes passengers who are abusive to any person or whose behaviour is otherwise considered by the driver to be unacceptable. The parent or guardian will be responsible for the conduct of the student and for any damage caused to the vehicle by the student during the journey. All damage is reported to the school and the police will be contacted.

- 5.9. CCTV images may be recorded for the purpose of crime prevention and passenger safety.
- 5.10. Students must carry a bus pass at all times when travelling on Home to School Transport and must have it ready to show the driver when asked. Students are not permitted to use their pass on any other route, use another student's pass or allow another student to use their pass. Lost or damaged passes must be replaced. The current replacement fee is £5 per pass.
- 5.11. Students are expected to arrive at the boarding location before the bus is due. The company advises this be at least 5 minutes before. Parents and guardians are reminded that the times detailed on the official timetable are departure times. Students are expected to wait 20 minutes if the bus is late. All delays are communicated as soon as is reasonably practical via our social media (Facebook: <https://www.facebook.com/PulhamsCoaches> Twitter: <https://twitter.com/PulhamsCoaches>) or Pulhams Official Website: <https://www.pulhamscoaches.com>.
- 5.12. During inclement weather, parents, guardians and students are advised to visit a dedicated page <https://www.pulhamscoaches.com/snow> and the above social media sites to see the latest updates on disruptions to Home to School Transport. The company reserve the right not to serve stops which are considered too dangerous during inclement weather.
- 5.13. Students are expected to queue sensibly when waiting at their stop, stand away from the edge of the road and get on and off the bus in an orderly way to avoid hurting themselves and others. Students who are required to cross the road after disembarking should do so once the bus has driven way so that they can see other vehicles and can be clearly seen by other road users.
- 5.14. If the bus breaks down or is involved in an accident, students must follow the driver's instructions. Students should stay calm and not leave the area unless given approval by the driver. If a student is unwell or injured during the journey or know someone who is they should alert the driver when it is safe to do so.
- 5.15. The company reserve the right to withdraw transport for students who fail to comply with these rules.

## 6. Passenger Property

- 6.1. The Company will take all reasonable steps to avoid loss or damage to Students' personal property.
- 6.2. The Company accept no liability for loss and/or damage to passengers' property, personal items or luggage left unattended in the vehicle.
- 6.3. All items of lost property when found are labelled and held at the Company Head Office and are subject to the current Public Service Vehicle (Lost Property) Regulations. Low value items (such as hats, gloves etc.) will be kept for one month. Higher value items (such as mobile phones, cameras etc.) will be kept for three months after which all items are destroyed. If requested, items of lost property can be returned to the owner of which the charges are recoverable.
- 6.4. It is the responsibility of the parent or guardian to ensure that adequate insurance cover is sought to cover loss or damage to the students' items.

## 7. Damage and Soiling

- 7.1. The parent or guardian is responsible for any damage or soiling caused to the vehicle by the student during the journey. A minimum charge of £100 will be made if the vehicle is damaged or soiled. If the extent of the damage or soiling is such that the vehicle is out of service for any length of time the Company may charge the hirer a minimum of £500 per day or part thereof for which the vehicle is out of service.

## 8. Breakdowns and Delays

- 8.1. The Company will not be liable for loss or inconvenience caused by breakdown, traffic congestion or other delays outside of our control and no compensation will be provided.

## 9. Cancellation by the parent or guardian

- 9.1. Once transport has begun cancellations must be made in writing and are subject to charges detailed in these Terms and Conditions.
- 9.2. In the event of cancellation by the parent or guardian at any time during the academic year the company reserves the right to retain the full year's travel costs.
- 9.3. Where a seat can be resold to another student the company will calculate the pro rata amount to be refunded and refund this amount less any administration fees.

## 10. Cancellation by the Company

- 10.1. In the event of any emergency or force majeure or any event over which the Company has no control including weather and road conditions no refund will be provided.

## 11. Complaints

- 11.1. In the event of complaints about the Company's products or services the parent or guardian should write to the Company within 14 days. In accordance with our Company Feedback and Complaints Procedure, all complaints are acknowledged within three working days and a full response can be expected within a further ten working days. If we are unable to conclude any investigations within this time we will ensure the complainant is kept fully informed every five working days. Our Feedback and Complaints Procedure is available on request.
- 11.2. Complaints should be made in writing to the company head office found at [www.pulhamscoaches.com](http://www.pulhamscoaches.com) or by e-mail to: [info@pulhamscoaches.com](mailto:info@pulhamscoaches.com).

## 12. Payment

- 12.1. The parent or guardian is responsible for paying the full year's fee regardless of personal circumstances such as but not limited to the student leaving the educational establishment, passing a driving test or using an alternative mode of transport.
- 12.2. Full or part payment prior to the start of the school term is required in order for a seat to be guaranteed, regardless of application, acceptance of quotation or any other correspondence relating the application.
- 12.3. Direct Debit mandates must be returned by the stated deadline in order for the direct debit process to be completed. The parent or guardian is responsible for making all due and overdue payments by BACS until the Direct Debit process has been completed and activated. The full year fee is payable as detailed in section 12.1.
- 12.4. Where a Direct Debit payment fails, payment for the outstanding fees must be paid within 48 hours.
- 12.5. Where Direct Debits fail on more than one occasion, the parent or guardian will be required to pay the remainder of the fees in full by BACS.
- 12.6. Failure to pay the required fees will result in the removal of school transport.
- 12.7. Any requested deposit or initial payment must be paid within 48 hours of invoice receipt. Invoice queries must be addressed within 7 days of invoice date and thereafter paid within 24 hours of the company's final resolution on the matter.
- 12.8. The Company reserves the right to add interest at the rate of 2% per month above the base lending rate of Lloyds Bank from the date by which payment should have been made.
- 12.9. The Company reserve the right to refer unpaid accounts to County Court for judgement.
- 12.10. Payment can be accepted by BACS transfer, debit card, credit card or online via the company's client portal using Sage Pay.
- 12.11. Home to School Transport is zero-rated for the purposes of Value Added Tax (VAT).

## 13. Terms and Conditions of Transport

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13.1. These Terms and Conditions are subject to change without written notice.