

WHAT WE CAN'T DO

- We can not allow parents/carers to enter the vehicle or to travel unless authorised.
- We are not allowed to administer medication on a parent's request.
- Our staff are not allowed to change any travel arrangements that have been made even with the parent's agreement. All changes must be agreed through Hackney Learning Trust's SEN section and/or Hackney SEND Travel Assistance Service offices. This is to ensure your child's safety
- Your child will not be handed to any other person other than you, unless you have personally advised us in advance together with their contact details.
- We are not allowed to leave the bus to collect or deliver your child. The staff must supervise the safety and security of other children on the vehicle.
- Children are not allowed to eat or drink whilst traveling unless a medical condition dictates otherwise.
- Our staff are not allowed to convey money between yourselves and school

AT PICK UP

- You must ensure that you or a responsible adult stays with your child at the pickup point in time for the scheduled collection.
- If we arrive early, we will wait up to 2 minutes past the scheduled time.
- If you have not arrived after 2 minutes, our vehicle will need to leave to keep to the schedule for all other passengers and arrive at the school on time.
- If we are more than 15 minutes behind schedule, we will contact you verbally or through a text messaging service to keep you informed.
- **NOTE:** We are responsible for transporting over five hundred children on a daily basis. On occasions circumstances outside of our control (adverse weather, traffic disruption, industrial action) will delay our vehicles. Please be patient.

WHAT WE WANT FROM YOU

- Please telephone us well before the collection time if your child is not travelling so the bus does not wait unnecessarily
Please see our opening hours
- If your child has been unwell and/or has been away from school, please inform us no later than the day before you need transport to resume.
- If your child doesn't need transport for the journey to school but requires transport home (from school), it is vital that you inform us promptly

YOUR CONTACT DETAILS

- It is essential you provide us with correct and up-to-date contact and emergency details. Please keep us informed if these details change
- If you are moving home please provide us with your new address in writing at least seven days in advance.

AT DROP OFF

- You must ensure that you or a nominated responsible adult are at the drop off point to meet your child at the scheduled time.
- We will not allow a child to leave the vehicle unless they are met by a responsible adult that is known to us and/or you have requested in advance with their contact details.
- If you are not at the drop off point at the correct time the vehicle will wait for 2 minutes. After this our vehicle must continue on its journey to drop off other children on its scheduled route.
- If we can not drop off your child at home and we have been unsuccessful in contacting your emergency contacts we may take your child to a Place of Safety were you will be responsible for their collection.
- Parents/carers are responsible for making alternative arrangements when they are unable to collect their child at the scheduled time or amended time in the event of schools finishing or through early closure or school trips etc.