

USE OF THE ST EDMUNDS COLLEGE HOME TO SCHOOL TRANSPORT SERVICE 2025/2026: TERMS AND CONDITIONS (T & C's)

By placing a booking with the St Edmunds College Home to School Transport Service the customer acknowledges that they have read, understood, and accept the Terms and Conditions as detailed below.

Bookings:

- St Edmund's College transport is available to all students in Year 3 and above. An exception to this rule applies when a student aged 7 may be granted the use of the service, but only when accompanied by an older sibling.
- Parents/guardians must register/re-register pupils each year for the service, this should be carried out using the Zeelo App. Booking windows and registration periods will be communicated throughout the year.
- Parents/guardians should accept that bookings are for the entire school year.
 - 'Ride bundle' users - these are parents/guardians who are not purchasing a full time annual pass or one way annual pass. By purchasing a ride bundle you are committing to purchase all 3 termly ride bundles (at the same level of rides per week as purchased in the Michaelmas Term). Any bundle not rebooked each term, where the required notice has not been given, will be billed by the School. Cancellation of termly ride bundles must adhere to 1 full terms notice.
- Journeys booked but not taken are non-refundable. Any journey cancelled, ad hoc, via the App, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below.
- The school transport department offers this service on a first come first served basis. While the school will do its utmost to accommodate all requests for use of the service, the school has no obligation to increase capacity on any route.

Use of service:

- Pupils must ensure they travel on the route for which they are registered.
- Parents/guardians are reminded and asked to remind their children that, when travelling on the home to school service they remain bound by the School's Behaviour Policy.
- Parents/guardians are reminded their children are to abide by the school's transport Code of Conduct.
- 'Ad Hoc' journeys are permitted by pupils who may not be registered for the service; however, it should be noted that this is only where availability permits and should be booked in advance via the Zeelo App.
- When ad hoc bookings can be accommodated at short notice, pupils must provide their name to the driver, in order that the journey is correctly recorded in the Zeelo system, for safety reasons. The school will endeavour to accommodate all such

requests for places, but priority must be given to pupils registered for regular service use.

Changes to use of the service:

- Any permanent changes to a pupil's use of the School Transport Service (for example: frequency, route, home pick-up stop) must be requested in writing by email to contact@zeelo.co. Decreasing the frequency of use is considered a cancellation and requires one full term's notice per the cancellation policy below.
- St Edmund's College reserves the right to make route alterations after publication but will provide notice of any such action.

Cancellation policy, withdrawal from the service:

- Parents/guardians wishing to withdraw their children from the service should provide a full term's notice, by email to contact@zeelo.co, and copied to transport@stedmundscollege.org or forfeit the full term's charges in lieu.