

fernhill

Information for Parents or Guardians of Students using the company's services to travel to and from school.

Fernhill Travel operate a number of services to schools in East Berkshire. Students using these routes will show the driver a valid term ticket (Bus Pass), or a temporary pass issued by **Fernhill**.

Term Tickets (Bus Passes).

A term ticket (bus pass) is issued by Fernhill (although it may have been obtained by applying to the Local Authority). It allows the holder to make a single journey to and from school on school days only until the expiry date shown on the Pass/ticket.

The pass shows the holders name, school, ticket number and a primary route number. It is also colour coded to indicate the general period of validity (i.e. expiry at the end of a particular term or full academic year).

If you were issued a pass from your Local Authority any questions regarding the pass or change of details e.g. change of address, must be communicated to the local authority in the first instance. All other passes/tickets please refer to Fernhill.

The pass must be shown to the driver each time the bus is boarded and kept available for inspection throughout the journey.

The Driver will not allow you to board the vehicle if the holder is unable to show the driver their pass.

If the pass is lost please contact us and we will issue a temporary pass. This is normally valid for a week to allow time in which to find the lost pass. If it still cannot be found after that time, then we will issue a replacement on payment of £15.00. This can be paid either to the driver or direct to the company.

The holder should normally travel on the bus displaying the same route number as the bus pass. However, on occasion a driver or inspector may ask the holder to travel on another bus if space is limited or for other operational reasons.

The pass is for the holders use only. It must not be given or 'lent' to anyone else. If this does happen then the driver will retain the pass and we will refer the matter to the Local Authority (if the pass is paid for by the local authority), or the Parent or Guardian if paid for Privately. The School will also be notified. ***This may affect entitlement to the pass.***

If the pass becomes unreadable or defaced then it will be necessary to purchase a replacement from us at a cost of £15.00. The Driver may confiscate the pass if defaced.

*Charters School only - Students at School should contact the school office during the day if they discover that they have lost their tickets or pass or have no money. The school may provide a **voucher** which bus drivers will accept as payment for the fare or contact Parents/Guardians to make alternative travel arrangements. If the school issues a voucher then the school must be reimbursed for the value of the fare by student, parents or carers.*

ALL PUPILS MUST BE AT THEIR MORNING BOARDING POINT FIVE MINUTES BEFORE SCHEDULED DEPARTURE TIME. PLEASE CHECK YOUR TIMETABLE.

Please call the company on 01344 421423 if you have any queries.

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