



## Frequently Asked Questions (FAQs)

### Where do I find bus route information?

All bus routes are noted in the '[Parent Essentials](#)' section of the school website in the '[School Bus Service](#)' section.

### Who do I talk with to use bus service or change my route/stop?

Please contact the school's 'Bus Manager' (details below).

### Who can I contact if I need to speak with someone on the bus?

Each bus has an adult 'Bus Supervisor'. Contact details for each Bus Supervisor are noted on each [bus routes](#) found in the '[Parent Essentials](#)' section of the website. This member of school staff is often bilingual but if you are having trouble communicating or need to talk with a supervisor, please contact the school's 'Bus Manager' (details below).

### How do I contact the school's Bus Manager?

Please call directly on 020 8709 4788 ext. 2032, use our reception desk services or email them directly using through the [email addresses on our website](#).

### What if my child is not riding the school bus home or to school on a specific day?

If your child is not taking the bus in the morning for any reason, please contact the Bus Supervisor directly as soon as possible. If your child is in school and is not taking the bus home that day, please inform the Bus Manager before 12noon so we amend the roster for departure and ensure the bus leaves on time for other families.

### What time should your child arrive at the bus stop?

Students are suggested to be at their designated bus stop at least 5 minutes prior to the scheduled pick up time. Buses will not wait if students are late.

### What if the bus is late?

Traffic conditions may delay a bus. If the bus more than 10 minutes without notice, please contact the Bus Supervisor or Bus Manager.

### Can parents ride the bus with their child?

No. It's against the law for parents to ride on the school bus.

### What if my child left something on the bus?

Either contact the Bus Supervisor or ask your child to go to the relevant school lost property area (Reception Staff can help your child find this). Please note that for safety consideration it is prohibited for students to go back to look for things after disembarking.

### What happen if there is an incident on the bus?

We do everything possible to have a safe and happy bus service. In the unlikely event of an incident involving your child, please contact your child's teacher or form tutor.

### At what age can my child use the bus?

Over 3. Government regulations prohibit any child under the age of 3 from using our bus service.

## Guidelines for Students & Parents

The school buses are an extension of school and the same high expectations are in place for all students using them. There is often a wide range of ages present on a bus and the older children, especially, need to take care of how they behave and what they choose to talk about.

### Student Expectations

- Use a quiet voice when talking to the person next to you and avoid having loud conversations with anyone seated further down the bus;
- No boisterous games that could lead to someone being hurt;
- Avoid discussing anything that could be seen to be inappropriate; the best measure is to consider whether you would be happy to discuss it in the presence of your teacher or parents;
- If the Bus Supervisor asks you to change your behaviour in some way you should respect their judgment. You should not attempt to argue or disagree with them. If you feel that you have been treated unfairly you should speak with your teacher or tutor about this later.
- All students will be assigned a specific seat. Please only use this seat only keeping your safety belt secured at all times.

The following are some examples that are considered to be serious incidents and would lead to sanctions or even lead to a suspension from the school bus service.

- Fighting or physically threatening behaviour;
- Bullying involving physical intimidation or verbal comments;
- Throwing of any objects, on or from, the bus.
- Rude gestures within the bus or to the general public.
- Refusal to wear a seat belt.
- Foul or abusive language.
- Rude to the Bus Supervisor/refusal to follow instructions.
- Changing seats during the journey without permission.

### Timings

Please be prompt to your bus, both in the mornings and after-school. The School Buses will not wait for you if you are late. Persistent lateness will result in your parents being contacted and the possible removal of the bus service.

### Snacks on the buses

We are aware that many parents pack a healthy snack for students who may have a long journey home. If students do eat snacks they are asked to take care to ensure that they do not leave a mess on the bus. They are also reminded that snacks containing nuts are not allowed in school as we have a number of students in our school with serious food allergies and for this reason it is important that snacks are not shared between students on the buses. For further guidance on the type of snacks allowed please read the 'Healthy Snacks Policy.'

### Electronic Devices

Students are allowed to use electronic devices on the bus provided any sound/music is played through a set of headphones. The school does not accept any responsibility for personal electronic devices. School iPADS/Macbooks may be used on the bus but any use must be appropriate and in line with the School's Acceptable Use Agreements. Failure to use school devices appropriately on the bus may result in them being removed from you.

## Changes to Scheduled Bus Use

Any student wishing to travel home on a different bus must ensure that permission is given in writing (letter or e-mail) to the School Receptionists before lunch in order that they can inform the necessary Bus Supervisors. Students who verbally inform Bus Supervisors at the end of the day that they have parental permission will not be allowed to change buses. Permission to travel to school on a different bus must be authorised a day in advance.

## Parent Responsibilities

Parents are suggested to make sure that children reach the school bus stop at least 5 minutes prior to the scheduled bus pick-up. Parents must make arrangements to accompany all EYFS & Primary (any child year 6 or below) to and from bus stops.

Parents should instruct children to:

- Walk on sidewalks;
- Look both ways before crossing roads;
- Wait on the sidewalk, off the road pavement;
- Wait until the bus stops before trying to board;
- Behave appropriately walking to and from and while at the bus stop;
- Follow the behavior outlined for all students transported by BSG school bus.



*Be Ambitious*