

# School Bus Transport Code of Conduct



**WOKINGHAM**  
BOROUGH COUNCIL

## Parents / Students

- **Students will not be permitted to travel without a valid travel bus pass\***  
Ensure your child has their travel pass with them each time they board the bus, and this must be presented to the Bus Driver for inspection.
- If your child's bus pass is lost, stolen or damaged in anyway please request a replacement pass, as travel will not be permitted without a valid pass. A replacement pass can be obtained by contacting a School Transport Officer in 0118 974 6118/6280, please note there is £18 charge.
- Ensure your child knows what to do in the event that the bus is late or does not arrive:  
**Contact the operator on the telephone number which is shown on the timetable and bus pass if your bus does not arrive at the boarding point within 15 minutes of the time specified. Students should remain at the bus stop and wait for the replacement bus service. The transport operator and Wokingham Borough Council will ensure that the students are collected. If students move away from the bus stop to make alternative arrangements and miss the bus, we will not be responsible for their transportation in this instance.**
- Advise us immediately of any changes to your home address or telephone numbers. The supply of false information may invalidate the award of free school transport, and lead to recovery of any costs
- Arrive at the boarding point at least 5 minutes before the pickup time
- Board the bus sensibly without pushing and find a seat straightaway, fasten your seatbelt ensuring that this worn for the duration of the journey
- Keep personal belongings with you, and take all belongings and litter with you when leaving the vehicle

## Summary of Unacceptable Behaviours

- *Bullying (verbal or physical) towards passengers or driver\*\**
- *Shout, use offensive language, throwing items, spitting or inappropriate gestures*
- *Failure to follow instructions from the driver, or distracting driver whilst the vehicle is in transit*
- *Eat or drink on the bus*
- *Causing any damage to the vehicle. In the event a student is found to have caused damage, cost for repairs will be invoiced to parents / carers*
- *Drug abuse or smoking any form of cigarette, including e-cigarettes or vapour cigarettes*
- *Requests to be dropped off anywhere else, or for friends not entitled to travel to accompany your child*
- *Carrying an offensive weapon real or replica **This will result in a permanent travel ban***

This list is not exhaustive and each incident will be investigated accordingly. We work closely with Schools and Transport Operators to maintain good standards, and do have CCTV in operation on some routes to assist us in identifying students who do not comply with the Code of Conduct. Please note that Wokingham Borough Council reserves the right to issue warning letters where appropriate, temporarily suspend or even permanently withdraw transport provision should an incident be of a very serious nature from any student found to be in breach of the Code of Conduct.

**\* Valid Bus Pass means completely intact, a partial or broken bus pass is not acceptable.**

**\*\* If any student encounters issues with bullying it should be reported to the School and a School Transport Officer at Wokingham Borough Council on 0118 974 6118 / 6280 immediately. Bullying is taken very seriously and we reserve the right to temporarily suspend or permanently remove students responsible for bullying from school transport.**