

white bus

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

White Bus operate a number of services to schools in East Berkshire. Students using these routes will use a mixture of payment methods or means to prove travel entitlement.

Students can do one of the following:

- Show the driver a valid term ticket (Bus Pass).
- Show the driver a temporary pass issued by **White Bus**.
- Present a multi-journey ticket for cancellation
- Pay the appropriate fare on-board. (L8 & 500 route only)

Term Tickets (Bus Passes).

A term ticket (bus pass) is issued by White Bus (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, boarding and alighting points, 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 White Bus.

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.

Multi-journey tickets.

For Charters School these tickets will only be issued to 6th formers who do not travel regularly, or exceptional cases that are agreed with the School and White Bus.

Multi Journey Tickets will only be issued if there is sufficient capacity on a bus after all term ticket holders have been allocated space. **They do not guarantee a space on the vehicle** – either seated or standing.

Multi-journey tickets are **advance payment** tickets valid for 10 single journeys. The driver cancels each journey as it is used.

The driver does not carry stocks of these tickets and they are only issued by the office but they can be ordered from the driver of the bus. Payment can be made by cash or cheque or via internet banking. (At this time unfortunately we cannot take card payments).

The ticket must be paid for at the time of ordering. Please order new tickets before the old one has been used up and allow sufficient time for the ticket to be produced. As a guide, order a new ticket after 7 journeys have been taken.

Tickets can be collected from our Office at Winkfield, or School Reception the following day. If you wish us to post tickets, then a minimum of two tickets must be ordered.

Journeys cannot be made using a multi-journey ticket until it has been paid for.

We try to minimise the chances of multi-journey tickets being lost or stolen by writing the name of the holder on it and keeping a record of the number. However, if a multi-journey ticket is lost it cannot be replaced. A new ticket must be purchased.

Charters Late Bus - Cash Fare Paying Passengers (Public Registered Bus – Route L8)

This is an additional commercial bus service operated outside of the home to school routes, that goes into the School as a late bus service. It was introduced to pick up pupils who partake in after School activities. The cost is £2.00 for a Single Journey.

*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 882612 if you have any queries.

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