

## TERMS AND CONDITIONS OF PRIVILEGE TRAVEL

1. Priority when allocating places will be given to those parents whose children will travel five full days per week. Thereafter we will look at the number of days per week you wish your child to travel. Where places are limited we may need to allocate places by means of a ballot.
2. Should you apply for and are allocated travel on a full time basis, then give notice to reduce frequency to part time and we have full time applications on a waiting list your child's place will be withdrawn and will be offered to a child wishing to travel on a full time basis via ballot if necessary. Only when all full time places are allocated will we be able to revisit your application for a part time place. Please note, a new application for privilege transport is required each school year and there is no guarantee that places will be available.
3. The charge for a privilege place is £3.10 per day, per child for full-time travel and £1.55 per journey for part-time travel. All invoices are issued in advance and are payable immediately.
4. Where your monthly charge for privilege travel is less than £10, individual months will be invoiced together and charged in advance. The invoice will detail the individual charges for each month. Please note you will only be charged one administration fee per invoice.
5. As part of our audit procedures, we are committed to making monthly checks on the payment of all accounts. Should your account not be paid up to date, you will be advised that your child can no longer travel and you will be required to make alternative travel arrangements.
6. Should your child fail to travel on any day (eg - through illness), you will still be required to meet the full weekly cost.
7. Should you wish to cancel or change any part of your child's travel, you are required to give four weeks written notice of this change, during which charging will continue.
8. For safety reasons, you should ensure that your child is brought to the bus pick-up point and met at the bus drop off point as appropriate. You should ensure that your child behaves appropriately on the bus. If he or she misbehaves, we may withdraw the service from them.
9. You should ensure that your child presents the appropriate pass when boarding. Passes cannot be transferred and you should report the loss of a pass immediately to the education department. If your child boards a bus without the proper pass, we will carry them for that day only while you arrange a replacement pass. If your child repeatedly boards the bus without the correct pass, we reserve the right to withdraw the service from them and it will be your responsibility to put suitable arrangements in place for subsequent days. There will be a charge for a replacement card. We may, from time to time, carry out spot checks on buses to ensure that children are in possession of the appropriate pass.
10. Privilege places will be allocated on a termly basis. Should we be in a position throughout the year where a bus is full to capacity and children who are entitled to free school transport apply for a place, it will be necessary to revisit the allocation of privilege places. A ballot will then be carried to remove one or more of those children in privilege places to accommodate the children who are entitled to free school transport and who we are legally obliged to provide transport for. In the unlikely event of this happening, we will give you notice within the term period and your child will be allowed to travel until the end of that term. Please note where contracts are full we are unable to increase vehicle capacity to accommodate privilege places.
11. We will make every effort to minimise the need to change any service and will do all we can to ensure that services continue to run as they have done so to date. We do, however, reserve the right to alter times, frequencies, capacity and availability of services as required

12. If you require details of routes and times or any other information please phone the SPT Helpline on 0141 333 3362.
13. If you wish to complain about any aspect of the service (such as late arrival), please make your complaint at your school office. The office will send your complaint on to Strathclyde Partnership for Transport (SPT) for action. If you feel you need to make a complaint or comment about the administration of the scheme, you can contact the councils Customer First Service.