

Wolverhampton Coach Service



Thomas Telford School provides a coach service for students who live in Wolverhampton, carrying over 500 students to and from school every day. For most of the time, this service works effectively and efficiently, however when occasional problems do occur it is important that parents and students know the routines to follow.

The safety of our students is our paramount concern and we would ask for your support and consideration when parking in the locality of the coach pick up. Many of these are busy residential areas and we endeavor to maintain good relations with local residents. Your full support regarding this is greatly appreciated.

Please keep this information readily available.

General

1. Students should be at their appointed stop **five minutes before their pick-up time**, coaches will leave the stop on time.
2. Seat belts must be worn **throughout the journey**. Failure to do so will result in students losing the right to travel on the coach.
3. Students should not consume food and drink or leave litter on the coach.
4. If a student is late and misses the coach, it is their parents' responsibility to ensure that they get to school. A telephone call must be made to the School Reception to let the school know if the student will be late arriving at school.
5. Students **must** inform their morning steward when getting on the bus, what bus and stop they will need at the end of the day. It must be clear if this will be a midday coach (Sixth Form only), 3.30pm coach or the late coach after Session 3.
6. Any request for a permanent change of route must be made in writing, addressed to Mrs. A Jones and passed via the Coach Steward, or sent by email to aejones@ttsonline.net. This should clearly state:
 - a. Student Name
 - b. Year Group
 - c. New Postcode
 - d. Parents email address
7. Any request for a temporary change of route must be kept to a minimum and must also be made in writing by parents to Mrs Jones as above. **Permission will only be given if there is space available on the coach.**
8. One-off journeys will not be permitted. For example, Telford students travelling to Wolverhampton to visit friends.
9. The mobile phone number for your Coach Steward will be provided. Please add this number to your phone contact list.

Session 3 Coaches

1. Coaches are provided for students who stay for Session 3 and leave promptly from Monday to Thursday.
2. Students must be at the Session 3 coach no later than 5.10pm
3. Students who wish to use these coaches **must** advise the steward on their morning coach.
4. If there is a change to the students' arrangements during the day, **they must go to the School Reception before 1.30pm** to add or take off their name on the list. After that time, it is not possible to guarantee a seat on the late coach or a drop-off at the usual point.
5. Students must have signed on to the relevant Session 3 using the Online Curriculum sign up process.

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What to do if the coach fails to arrive and there has been no message from the steward

1. Students must wait at the pick-up point for **20 minutes** after the due time.
2. After 20 minutes, if one of the students at the bus stop has a mobile phone, they should try to contact the coach steward (mobile phone number provided with pick up details) or if it is impossible to contact the steward, telephone the School (switchboard is manned from 7.30am).
3. Depending on information provided by the Steward/School, students should then decide whether to wait for the coach at the stop or at home. If at home, they must make sure that they are back at the stop in time for the coach.
4. If no-one at the stop has a mobile phone, students must return home and try to contact the Coach Steward or school as detailed in point two. Students **must** make sure they are back at the stop in time for the coach.
5. The School will make arrangements for the student to be picked up as soon as possible.