

Please do **NOT** send cash.

**Please note:**

**Failure to complete payments for transport fees can result in pupils being excluded from school / college transport and from making any further transport applications.**

**Application in respect of farepayers with an outstanding debt from a previous academic year will not be accepted until the previous debt is cleared.**

### 7. Are there any exemptions from the charge?

There are no exemptions from this charge and no reductions if you elect to use the transport on a part time or occasional basis.

### 8. When will I hear whether my farepaying application has been successful?

Once we have your form we will check to see whether a place is available: we can't do this until we have planned the transport for children eligible for free or assisted transport, so do not be surprised if there is a delay. If your application is late (see section 5) you may not hear from us until after the start of the autumn term.

### 9. What happens if my application is unsuccessful?

If your application is unsuccessful we will send you a letter explaining why and we will not take any payment. If you have agreed to a direct debit plan we will not process any payments but it is also suggested that you cancel the arrangement with your bank. We will retain your application and contact you if additional places become available later

in the year but, as a rule, we are only able to offer a handful of places, if any, after the initial allocation. If a place does become available and you wish to accept you will need to submit a new transport payment.

### 10. If my application is successful, what sort of transport will be arranged for me?

Successful farepaying applicants will be offered a pass\* for use on a school contract bus.

\*Pupils attending primary school are not usually issued with a pass unless the contract bus they are allocated to is shared with secondary school pupils. Primary school pupils will receive a confirmation timetable.

We may consider offering a farepaying place on a contracted taxi service, but this will be entirely at our discretion and where there is no risk of the seat being required by an entitled student. We may, where appropriate, utilise any spare capacity on our Special Educational Needs services to accommodate farepayers.

**Please note:** We are unable to issue passes for farepayers to use on any public bus or train services or school special buses and we will not offer a mileage allowance.

**All applicants should check all the alternative costs including those of public bus operators' passes for use on local services to ensure that they are purchasing the best value transport before completing and submitting a transport application form.**

If you would like more information about public bus or train services in your area please contact **Traveline East Midlands** on **0871 200 2233**, or visit their website at: [www.travelineeastmidlands.co.uk](http://www.travelineeastmidlands.co.uk).

You may also refer to individual bus operators' websites where you will find information about the availability of multi-journey or season passes for use on their services.

### 11. When Can I Use my Pass?

When you receive your pass (if applicable see section 10) you will need to seal a passport photograph of the student into it to validate it for use.

School Contract bus passes are valid only on the named contract route and at the times stated on the timetable that will be sent with your pass.

School passes **can not be used** outside of term time or at weekends.

Please note we **do not** provide transport for **induction days**, for **work placements** or for **after school activities**. We also cannot cater for **individual variation in timetables**.

### 12. What if I lose my pass?

If you lose your pass, please contact your school / college or our Customer Service Centre on 0116 305 0002 for further advice. You may also download a Lost Pass Application form from our website at: [www.leics.gov.uk/school\\_college\\_transport](http://www.leics.gov.uk/school_college_transport).

There is a £10 charge for replacement bus passes.

### 13. What happens if the transport is no longer needed?

If you no longer require transport, you should notify us immediately as we may be able to offer a refund. If you have been issued with a bus pass you must return it to us with a covering letter as any refund will only be

calculated from the date that we receive the pass.

**Please note we will not offer any refund unless you return the pass to us. If you cancel any payment plan, but fail to notify us (in writing) that transport is not required we will continue to seek payment.**

**Refunds will not be considered for passes returned after the end of February 2012.**

### 14. What if I need more advice?

For general advice, contact our **Customer Service Centre** on **0116 305 0002** (Monday - Friday 8am - 6pm).

For advice on entitlement to transport assistance Leicestershire County residents can contact: **The Children and Young People's Service** on **0116 305 6630**. Our Entitlement Policy for School Transport can also be found on our website at: [www.leics.gov.uk/school\\_college\\_transport](http://www.leics.gov.uk/school_college_transport).

If you live in the **City of Leicester**, please contact: Children and Young Peoples Services at **Leicester City Council** on **0116 252 7802**. Or visit their website at: [www.leicester.gov.uk/education/transport](http://www.leicester.gov.uk/education/transport).

### 15. Guideline leaflets in this series

This leaflet aims to give advice and information to students, parents, schools, colleges and bus operators who use and deliver transport services provided by Leicestershire County Council.

Other leaflets in this series are available on request by calling our **Customer Service Centre** on **0116 305 0002**, or may be downloaded from our website at: [www.leics.gov.uk/school\\_college\\_transport](http://www.leics.gov.uk/school_college_transport).

### Also available

- Assisted Transport for 16 -19 year old students
- Assisted Transport for Leicestershire pupils (Under 16) attending Voluntary Aided Schools
- Anti Social Behaviour on School Buses
- Guidelines for School Staff
- Bus Passes - Frequently Asked Questions
- Guidelines for Parents and Students
- Guidelines for Drivers
- Guidelines for Parents: Special Educational Needs Transport
- Guidelines for Parents of Primary School Children
- Guidelines of Safe Working Practices for the Protection of Children and Staff

If you have any comments about this leaflet or the services it relates to or if you require information contained in this leaflet in an alternative version, e.g. large print, Braille, tape or an alternative language please telephone:

**0116 305 0002**

**or write to:**

Customer Service Centre (E&T),  
Leicestershire County Council,  
County Hall, Glenfield, Leicestershire LE3 8SR

**Email:** [customerservices@leics.gov.uk](mailto:customerservices@leics.gov.uk)

**or visit our website:**

[www.leics.gov.uk/school\\_college\\_transport](http://www.leics.gov.uk/school_college_transport)

## Leicestershire School and College Transport

# Farepaying Places on School Buses



## Guidance Notes

Please note that the information in this guidance note is also available on our website [www.leics.gov.uk/school\\_college\\_transport](http://www.leics.gov.uk/school_college_transport).

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### 1. Introduction - What is farepaying transport?

Where a pupil attends, as a result of parental preference, a school other than their local catchment or nearer school, or where they don't meet other eligibility criteria, it is the parents' responsibility to arrange school transport for their child.

Most places on school contract buses are taken by pupils who are entitled to free or assisted transport under Leicestershire County Council's eligibility criteria, however spare seats can be made available to non-entitled students in return for a payment.

Non - entitled students who live in the Leicester City area or students who live in neighbouring counties may also apply under this scheme, but please note, farepaying transport is not available to all schools and colleges.

Contact details for eligibility enquiries can be found in section 14 of this leaflet.

If you are applying for Post 16 or Voluntary Aided transport assistance (details in section 3) and are unsure about whether or not you will be eligible you may also apply for farepaying transport by ticking the farepaying option on the application form. However, farepaying transport attracts a higher charge than Post 16 or Voluntary Aided transport, so you should only tick this option if you are willing to pay for farepaying transport in the event that you are not eligible.

### 2. Are there any limitations to the scheme?

**Yes - please be aware of the following before you decide whether to apply:**

- Farepaying places can only be guaranteed for **one academic year at a time**, as we cannot predict whether there will be spare seats next year. You might therefore secure a place one year but not the next. If you want a farepaying place in future years you must make a new application for each academic year.
- If you have more than one child at the same school, we may not be able to offer places for all of them.

- We may consider offering, at our discretion and where there is no risk of the seat being required by an entitled student, farepaying places on contracted taxi services. The seat will be guaranteed for one academic year only. We will not divert taxis or provide extra capacity to cater for farepaying passengers.
- We cannot provide extra or larger buses for farepayers. Nor can we divert existing buses or put in extra stops just for farepayers.
- We cannot offer part-time, short-term or occasional farepaying places. The scheme is designed for students to use for a full academic year and on a daily basis.
- Contract services are only available to farepayers when the schools to which they are contracted to travel are open. Alternative transport will not be funded.
- We must hold back some spare seats for new entitled students who may join the school during the year. At schools with sixth forms we may need to hold extra seats until after the autumn term has started to allow for some late returning students.
- Farepaying places are not available on public service buses, school specials or trains.
- Please note that any outstanding school transport debts must be cleared before consideration can be given to this request.
- We must plan for entitled students before we can allocate spare seats. This may mean that you do not hear whether you have a place until after the start of the autumn term.

We normally **grant less than a third of**

**farepaying applications**, so, please be aware that your farepaying request may well be refused. We suggest therefore, that you consider now what other options you have.

### 3. What other transport schemes are available?

There are three scheme options on the application form - 'Farepaying', '16 - 19 Year Old Students' and 'Voluntary Aided Schools'.

Below is a brief outline of the other two schemes to help you decide which option to tick. In some cases you may wish to tick more than one scheme, but please note 16 -19 year old students can not apply under the Voluntary Aided Transport scheme. Detailed information about each scheme is available to download from our website or you may call our Customer Service Centre for a copy. Please see section 15 for further details.

#### Voluntary Aided Transport (under 16)

Where a pupil attends a Voluntary Aided school on denominational grounds, Leicestershire County Council will provide transport provided that certain eligibility criteria are met.

#### Assisted Transport for 16 - 19 Year Old Students

There is no automatic entitlement to free home to school / college transport once a student is over 16. However, we will provide transport assistance for students who meet certain eligibility criteria.

### 4. When should I apply for farepaying transport?

To apply for a place for the 2011 / 2012 academic year, please tick the 'farepaying'

option and complete the rest of the application form. We allocate farepaying places on a "first come first served" basis. **You should therefore apply as soon as possible.**

Farepayers who had a place in the 2010 / 2011 academic year will be given priority over new applicants if the application is received by the **30th June 2011**. However, **farepaying places cannot be guaranteed.**

Forms received by the 30th June 2011 will be **guaranteed a decision** before the start of the new school year.

Please note we will not be held responsible for any error in the prioritisation of allocation of transport.

This year you can opt to submit your transport application online. Please note this facility is currently only open to customers who wish to pay by Credit/Debit Card. You can find the online application form at: [www.leics.gov.uk/school\\_college\\_transport](http://www.leics.gov.uk/school_college_transport).

### 5. What happens if I apply late?

Forms received after **30th June 2011** may not be dealt with until after the start of the school year.

### 6. What is the charge and how do I pay it?

**The charge for the academic year 2011 / 2012 is:**

- £300 for pupils attending a primary school.
- £400 for pupils attending a secondary school.

#### You can opt to pay either by Direct Debit or by Credit/Debit Card.

Please note the school transport charge is calculated on an annual basis and there

will be no reduction for any periods when transport isn't required e.g. exam leave or sickness, or for any occasion when due to unforeseen circumstances transport is not available e.g. snow days, vehicle breakdowns / lateness.

There will be no reduction for occasional or part-time use, or for any occasions when a student is excluded from transport temporarily as a result of their misbehaviour.

#### Payment by Direct Debit

If you wish to pay by Direct Debit, please complete the Direct Debit form on the reverse of the transport application form. We will begin to collect Direct Debit payments after transport has been allocated - usually September / October for Autumn term applicants. Payment will be split into a maximum of 6 monthly instalments and must be completed by the end of February 2012. We will notify you when instalments are due to commence.

Please note that the number of instalments available will be reduced if the application is received after the end of September 2011.

The closing date for payment by Direct Debit is the 31st January 2012. After this date we will only accept payment by credit/debit card.

#### Payment by Credit/Debit Card

If your preferred method of payment is by credit/debit card we will contact you for payment once transport has been allocated. If you elect to pay by credit/debit card you cannot request to transfer to Direct Debit at a later stage. If you want to pay by instalments you must complete the Direct Debit form on the reverse of the application form at the time of applying.