



Home-to-School Transport: General Terms and Conditions

Updated September 2024

Travel

1. To maintain the scheduled timetable, students should arrive at the designated stop approximately 5 minutes before the bus is expected to arrive. The bus may wait for up to one minute after the scheduled time, but students should not rely on this happening. Buses will not depart from the stop before the scheduled time.
2. Pick-up and drop-off points will only be from the designated stops on the published route. There will be no unscheduled stops unless Finestyle Coaches has arranged and agreed to them in writing.

Payment Obligations

1. Customers paying by Direct Debit must ensure sufficient funds are available on the payment date. If a payment fails, one further attempt will be made within 3-5 days to retry the payment. If this second attempt fails, the pass will be voided, and the customer will receive an invoice to recover any trips taken.
2. Once a Direct Debit is voided, attempts to set up a new Direct Debit via our website will be denied. Any travel passes will be void until payment in full is received for subsequent travel needed for that term.

Bus Passes

1. Bus passes must be purchased in advance through the Finestyle Coaches website. Drivers will not accept cash for travel.
2. Flexi passes are valid only for the current school year and will expire when the school year ends in July. The remaining balances cannot be transferred to the new school year. Trips and balances may be transferred between siblings during the school year by contacting the office.
3. Flexi passes will become void if unused for 30 consecutive days. Customers will be contacted before the pass is voided.

4. We reserve the right to withdraw the sale of any new passes, including daily, weekly, and flexi passes, at any time. Annual and termly pass holders will be given priority over ad hoc daily and weekly pass users.
5. Passholders must carry their passes and present them to the bus driver upon boarding. Passes must feature the original QR code and be free from duplication or defacement. Passes are non-transferable and must be used only by the named student. Unauthorized pass use will result in it being voided without a refund, and the named student may be excluded from the service.
6. Students without a pass should notify the driver, who will report the instance to the office. Passholders will be notified of a negative balance via email and will have 24 hours to make payment. Otherwise, no further trips will be guaranteed.

Cancellation of Season Tickets

1. Customers wishing to cancel a season ticket mid-term will remain liable for payments until the end of the current half-term. No refunds will be issued for unused portions of the ticket during this period. Exceptions may apply at the sole discretion of Finestyle Coaches under extraordinary circumstances.

Consequences of Missed Payments

1. If a Direct Debit payment fails, late payment fees may be applied under the Late Payment of Commercial Debts (Interest) Act 1998.
2. Interest will accrue on overdue payments at a rate of 8% above the Bank of England base rate, as permitted by UK law.
3. Customers will be liable for any reasonable costs incurred in recovering the debt, including legal fees and third-party collection agency charges.

Bookings and Refunds

1. Travel should be booked and paid for in advance via the Shuttle ID website. Students may be refused travel if payment has not been received prior to the journey.
2. No refunds will be issued for unused school journeys except in the event of school closures due to COVID-19 or another pandemic outbreak resulting in government lockdowns. Unused transport days will be credited to the following term or refunded if the school remains closed for the year.



Conduct on the Vehicle

1. Bullying, vandalism, foul language, or unruly behaviour will not be tolerated. Aggressive or inappropriate behaviour towards drivers or passengers will result in refusal of travel. CCTV may be used to monitor and report incidents.
2. Seat belts must be worn while the bus is in motion. Passengers must remain seated and refrain from eating, drinking, or leaving litter on the bus.
3. Throwing items out of windows or capturing images or videos on the bus is strictly prohibited.

Lost Property

1. Passengers are responsible for their property. Finestyle Coaches is not liable for storing or securing property left on buses.
2. Lost items will be stored for up to 21 days. After this period, unclaimed items will become the property of Finestyle Coaches and may be disposed of accordingly.
3. Perishable items will not be stored and will be discarded upon the vehicle's return to base.

Updates to Terms and Conditions

1. Finestyle Coaches reserves the right to periodically update these terms and conditions as required. Customers should check the website regularly for revisions.

Governing Law

1. These terms and conditions are governed by UK law. Any legal proceedings will be conducted within the appropriate jurisdiction.