



Unit B1, Vicarage Lane, Hoo, Rochester, Kent ME3 9LB

Tel: 01634 254000 / 201065

Email: info@farleighcoaches.com

Web: www.farleighcoaches.com

CODE OF CONDUCT

We, as a provider of transport, are expected to:

- *Drive carefully and safely
- *Make every effort to run punctually
- *Work with schools to identify, where possible, any pupils responsible for damaging buses or behaving inappropriately
- *Check that all pupils have valid tickets and report to the School office any pupil who attempts to travel without a valid ticket

We, as a provider of transport, are NOT expected to:

- *Convey pupils whose behaviour is threatening the safety of others
- *Delay a vehicle unduly by waiting for a pupil who is not ready to board the transport at the scheduled time

PARENTS

Parents of pupils are expected to:

- *Encourage their child to adhere to this code of conduct
- *Co-operate with us on any occasion where their Childs behaviour has been inappropriate
- *Reimburse us, the provider, for any damage to the buses if their child is responsible
- *Reimburse us, the provider, if there are any unpaid fares, even if the pupil had a valid pass/ticket but was unable to produce it when required
- *Ensure that their child is ready for collection at the scheduled time in the morning.

PUPILS

Pupils are expected to:

- *Be courteous and considerate to fellow passengers and the driver of the bus
- *Act in a **responsible** manner whilst waiting for the bus and whilst boarding the bus, whether at the bus stop or at school
- *Show their valid **pass/ticket** to the driver when boarding the bus, or pay the appropriate fare
- *When on the bus, occupy seats on lower deck first, then upper deck before standing, and if standing then they must only stand to the rear of the drivers cab

UNACCEPTABLE/INAPPROPRIATE BEHAVIOUR INCLUDES:

- *RUSHING ON AND OFF BUSES IN A DISORDERLY MANNER, PUTTING THEMSELVES AND OTHERS AT RISK
- *FRAUDULENT USE OF TRAVEL PASS, INCLUDING PROVIDING THEIR PASS TO OTHER PUPILS
- *DISTRACTING THE DRIVER
- *MOVING/RUNNING ABOUT THE BUS WHILST THE BUS IS MOVING
- *THROWING OBJECTS ABOUT THE BUS OR OUT OF THE WINDOWS
- *INTIMIDATING/BULLYING OTHER PASSENGERS OR STAFF AND USING INAPPROPRIATE LANGUAGE
- *MISUSE OF THE BELL
- *SPITTING OR SMOKING, INCLUDING THE USE OF E -CIGARETTES
- *MISUSE OF EMERGENCY EXITS i.e DOORS AND WINDOWS
- *OPENING DOORS AND WINDOWS WHILST THE VEHICLE IS IN MOTION
- *FIGHTING AND/OR PLAYFIGHTING
- *ATTEMPTING TO BOARD OR ALIGHT FROM A MOVING VEHICLE
- *THE USE OF LASER PENS/TORCHES/CIGARETTE LIGHTERS
- *CONSUMING HOT FOOD/DRINKS

If we find that your child has been acting inappropriately we will contact you to inform you of their behaviour. Depending on the behaviour, the end result may be that your child will not be allowed to travel on the bus, this may be for a couple of weeks or long term.

We aim to provide the best possible service for everyone, but if you have any queries or suggestions on any transportation needs, please contact us.