

### **Morning minibus pick up service – Frequently asked questions:**

#### ***What time does the bus run and where does it stop?***

7.45 Green Park, Longwater Avenue

7.50 St Saviours Road

7.55 Haden Square (off Bath Road)

8.10 Reading Station (Caversham exit)

8.15 Caversham Road (Swansea Road bus stop near Standard Tandoori)

8.20 - 8.25 Arrive at Hemdean House

#### ***How much does each journey cost?***

The bus costs £4 per journey

#### ***Where exactly do I catch the bus from?***

Please contact Maryla Stevenson in the School office, who can give you the precise location of where to meet the bus.

#### ***Who is the bus driver?***

The morning pick up service is run by DJ Travel. The driver's name is Julie. The company is fully insured and comes with a good reputation, since they operate a similar service for other schools in the area.

The bus has seat belts and the driver ensures that each child is strapped in before leaving.

#### ***How do I book my child onto the bus?***

Regular use can be booked through the form attached. Please book half termly in advance to be assured of a place.

If you wish to use the minibus on an ad hoc basis please contact the office so that a space can be booked.

#### ***How do I pay for the minibus usage?***

The School will send you a separate invoice which should be paid within 30 days.

#### ***Is this a minimum age?***

No. All children attending Hemdean House School can use the service.

#### ***My child is sick and was meant to be on the minibus – who do I contact?***

Please text Maryla Stevenson on 07885 106177 or Lisa Leigh on 07899 056708 ASAP. We will let DJ Travel know.

#### ***My child is booked on the bus – how would I know if the bus is not running?***

If the bus company cannot run the service for whatever reason, you will be informed via a text message as soon as the School knows.

Please be assured that references have been asked for from the other schools using DJ Travel for a School bus service and last minute cancellation was asked about. Such occurrences were extremely rare.

***What happens to my child when they reach Hemdean House School?***

The School bus usually arrives before 8.30am.

All children are escorted off the bus and into the School office, where a member of staff or an older pupil escorts them to their classroom after 8.30am.

***I usually drop off my child at School – can I phone the School to check they have arrived ok?***

The School understands that some children may be used to being dropped off by a parent at the School. Therefore, a child may be anxious catching the bus and arriving at School on the first few occasions.

You will meet the bus driver and handover your child when the bus arrives at your stop. Julie is very kind to the children and helps them with their seatbelt etc.

Naturally, any parent can contact the School to check on their child and how they felt arriving to School on those initial journeys.

***The School is shut due to snow – will I know this information before I set off to the bus stop.***

The School will try to communicate to ALL parents before 7.30am if it is closed via Parentmail and the Class Rep “Whatsapp” groups.

The bus company will also have been informed so that no journey begins.

***What if I am running late – will the bus wait for me?***

If you are running late please text Maryla or Lisa ASAP (telephone numbers above) and we can let the bus driver know.

However, the bus cannot wait for long at each stop. Parents have timed their train journeys to work in particular, therefore as a courtesy to all using the service, please endeavour to be on time at your stop.

Users who are persistently late will be refused from the service.

***Is there an afternoon minibus service?***

There is currently no afternoon minibus service. As many children do After School clubs that end at varied times in the week there is not enough demand for the service. However, this will continue to be reviewed.