

Newport Girls' High School Coach Service

Terms and Conditions of Travel

Newport Girls' High School "NGHS" have contracted to Lakeside Coaches Ltd "LCL" the provision of the home to school coach service and as such all those that travel using the service are subject to the following terms and conditions.

1. Standards of Behaviour

All children are expected to behave in a responsible and sociable manner. NGHS reserve the right to terminate a child's place on the bus for persistent anti-social behaviour. In the case of serious misbehaviour, such termination will take immediate effect. Serious misbehaviour would be deemed to include endangering the driver, other students, the vehicle or other road users, a criminal act committed on or in close proximity to the vehicle, theft from the vehicle or from the persons carried within, possession of an offensive weapon, vandalism to the vehicle. In such circumstances no refund would be issued.

2. Bus Passes

Each student will be issued with a unique QR code individual to them which is valid whilst no payment is outstanding, this must be swiped on the start of each journey on the coach. Travel may be declined if a valid QR code is not presented. These are non transferrable between students. If an attempt is made to share these and a "double swipe" is attempted the system will provide a warning, persistent attempts will result in the pass being voided and no refund being due.

3. CCTV

CCTV Audio and Visual recording equipment maybe in use on vehicles used on this route for the purposes of safety, pupil behaviour, security and quality control. This system is operated by LCL and recordings maybe shared with NGHS. Signage is clearly displayed within the vehicle reinforcing this.

4. GDPR

We are committed to ensuring that your privacy is protected, that your personal information is used for legitimate purposes and is kept secure. All data is collected for the purposes of providing a safe, reliable, good quality service. Data regarding your child is held securely to enable fraud prevention, to allow us to provide a safe service and keep parents informed. Information may be shared between LCL and NGHS for the above purposes. Data held will be limited to Name, Bus Stop, Route, Contact Phone Number or Email address. Also scan logging of times of travel and number of journeys.

5. Seat Belts

Seat Belts must be worn.

6. Transfers between the Coaches

Bus passes are not transferable and can only be used on the service for which they have been issued.

