

Dear Parent,

Thank you for choosing Beaver Bus for your school travel requirements this year.

There is NO BUS NUMBER on your card, please keep it safe. We will send an SMS message out at least a week before the schools go back with our up to date timetable information and the bus number you have been allocated to.

You must then check the timetables and bus timings ready for when you need the service. Routes have been organised and allocations have been made based on the selection *you* have chosen on the reservation form. Timetables and bus numbers do change from time to time please do not rely on the previous year’s information.

If your account falls behind with payment, the ticket will not be accepted for travel. We will contact you by SMS if there are any problems, you should contact us straight way to resolve any issues and avoid any travel interruption.

We use an electronic system and if the card is damaged it will not scan. The system

is contactless, with the student only needing to show the card to the reader. The system

tells us where the student boards the bus and at what time. The buses are tracked by GPS

telling us where the buses are, noting the timing each stop and how many passengers are on board.

Should the card be lost or damaged during the year a replacement can be purchased

on our website http://beaver-bus.co.uk/bus-pass-system/ at the cost of £10.

We operate a no **pass no travel policy**, our replacement service is available 24/7 so that travel can remain uninterrupted. In the event that you need to purchase a replacement pass, we make a print off ‘daily ticket’ available for you to download free of charge. This can also be shown to the driver on a mobile device. This will keep you going until you get your replacement pass.

We no longer offer ‘temporary’ or ‘one more day’ passes, as we have improved our systems so that they are no longer relied on.

**Advice for all Parents**

• Remember that your child remains under your care until he or she is accepted for travel on

the school bus with a valid pass and immediately they get off the school bus at the end of the school day.

• If you are concerned about your child’s sense of road safety, you should accompany him or

her to the stop and wait with him or her until the bus arrives. Similarly, you should ensure that young children are met when the bus returns from school.

• If your child is unaccompanied, make sure that he or she knows and follows the safest route, uses the safest crossing places and knows how to behave responsibly whilst waiting for their bus.

• Please make sure that you have discussed with your child what to do if the bus does not arrive or if he or she fails to catch the bus for any reason.

• In poor weather conditions, you are advised to take your child to a bus pick up point on a main(treated) road as some points with poor access may not be served. Local radio stations are a good source of information to find out if your child’s school is open and/or the roads to it are passable.

• In any case, you should have a Plan B should the bus not turn up due to adverse weather

conditions, traffic incidents or mechanical failure. We will always do our best to continue with

the services or supply a replacement bus should it be required and keep you informed via SMS or our news page <http://beaver-bus.co.uk/news-page>

We have updated our website to include our policies and procedures should you require any

further more detailed information about our business or the services we provide.

Kind Regards,

Beaver Bus

[www.beaver-bus.co.úk](http://www.beaver-bus.co.úk)