

## The response to students who fail to observe this policy

First Essex Buses and the schools/colleges will investigate all instances of unacceptable behaviour and will take appropriate disciplinary action. Such action could include:

- Official warning
- Detention
- Exclusion
- Banning from the bus for an appropriate period of time
- Payment for any damage caused

Parents/guardians should be aware that we are increasingly using CCTV systems on our buses as a means of providing supportive evidence when necessary. Criminal damage or behaviour will be reported to the Police.

Such issues will be treated seriously. Unacceptable behaviour through thoughtless or selfish action, which brings the school's/college's name into disrepute, will not be tolerated.

Parents/guardians are advised that if their child is excluded from using the bus service for any period of time, by either First Essex Buses or by the Headteacher of the school/college concerned, they are not entitled to any refund in respect of their child's bus pass.

## Customer Feedback

In the event of a problem on a journey, the passenger should attempt to resolve the situation with the driver before leaving the bus. If the passenger is unable to resolve the problem with the driver, or wishes to raise an issue subsequently, please contact First Customer Service:

E: [firstcustomer@firstgroup.com](mailto:firstcustomer@firstgroup.com)  
T: 03456 460 707

OPENING HOURS:  
07:00 – 19:00 MONDAY – SATURDAY  
09:00 – 17:00 SUNDAY

The company will use its best endeavors to operate punctually to the advertised timetable. However, passengers are reminded that, under the company's conditions of carriage, the company gives notice that it will not be liable or accountable for any loss, damage, hurt, inconvenience or injury arising from the failure of its services to start or arrive at the advertised time or place or at all, and will not be liable for any consequential loss.

## POINTS OF CONTACT:

CONSORTIUM OF SELECTIVE SCHOOLS IN ESSEX (CSSE) -  
For all ticket enquiries, replacement bus passes etc. please contact Transport Officer:

Consortium of Selective Schools in Essex  
PO Box 3087  
Chelmsford  
Essex  
CM1 3SY  
T: 01245 281 194  
W: [www.csse.org.uk](http://www.csse.org.uk)

ESSEX COUNTY COUNCIL [First Term Student Bus Pass] -  
For all enquiries regarding bus routes, timetables, ticket amendments, change of address etc.:  
Please contact Education Transport Awards Team -

T: 03456 032 200  
E: [educationawards@essex.gov.uk](mailto:educationawards@essex.gov.uk)  
W: [www.essex.gov.uk](http://www.essex.gov.uk)

## LOST PROPERTY / REPLACEMENT BUS PASS:

Please contact Chelmsford Travel Shop: 07976 702 580  
[8 Dukes Walk, Chelmsford, CM1 1GZ]

Please contact Colchester Travel Shop: 07816 595 921  
[26 St Botolphs Street, Colchester, CO2 7EA]

OPENING HOURS:  
09:00 – 17:00 MONDAY – FRIDAY  
09:00 – 13:00 SATURDAY  
[CLOSED] SUNDAY

FOR ALL SCHOOL/COLLEGE TICKET ENQUIRES please contact:

First  
Westway  
Chelmsford  
CM1 3AR  
T: 07855 061 270  
W: [www.firstgroup.com/essex](http://www.firstgroup.com/essex)

# First

## CODE OF CONDUCT

### FOR SCHOOL/COLLEGE TRANSPORT

At First Essex Buses - we provide a quality, reliable and safe local bus service to our customers.

The CODE OF CONDUCT outlines the steps each student can take to ensure his or her own care during every journey.



## How should you get to and from the pick-up point/drop off point?

You are responsible for your safety and behaviour before you get on the bus, during the journey and after you leave the bus. You must therefore ensure that you are familiar with a safe procedure for getting to and from your pick-up/drop off point; you should ask your parents/guardians for advice if you have any concerns.

It is your and your parents/guardians responsibility to make sure that you are at the pick-up point in time for the arrival of the bus. It is recommended that you aim to be at the stop five minutes before the scheduled departure time of the vehicle shown on the timetable.

You should wait for the bus sensibly, without inconveniencing local residents and businesses.

## What should you do when the bus arrives?

To ensure that the bus driver is aware that you are waiting for the bus, you should signal to them by extending an arm towards the bus.

Wait until the bus has stopped before moving towards it; do NOT push or jostle.

You must make sure that you have your bus pass before you leave home. When the vehicle arrives, you should have the pass ready and show it to the driver, as you board, or pay the cash fare.

You should board the vehicle and find a seat. In the unlikely event a seat is not available please stand and hold onto the available grab handles/poles. Please stand well behind the bus driver's cab. You should not talk to the driver whilst they are driving, except in an emergency.

Do not change seats during the journey or travel in the gangways, on the platform, in the luggage areas or on the stairs.

If your bus is provided with seat belts, this MUST be worn. There are signs and window stickers around the bus to remind you and the driver will also give you a verbal reminder before moving off.

Put your bags under your seat, as they will be safer there, and please do NOT obstruct the walkway.

## What should you do if the vehicle is late or if there is an emergency?

There may be occasions when the bus is late and this may be beyond the control of the driver. In the event of the bus running late, you should wait at the pick-up point for 30 minutes before you make alternative transport arrangements for getting into school/college. Please make sure that you contact your parents/guardians

if you are unable to board the vehicle.

In the event of an emergency, such as a breakdown, please follow the bus driver's instructions. They will assess the situation and will advise on whether to remain on board or if you should disembark the vehicle.

## What should you do if you have a bus pass but you have lost it or it is damaged?

You are responsible for ensuring that you have a valid bus pass, or else you must pay the prevailing cash fare to the driver.

You may be asked to produce your ticket to an inspector during the journey. Remember that your ticket is NOT valid unless it includes a photo card with a photograph inserted in the appropriate place.

If a pass is lost or damaged it will need to be replaced. Replacement tickets/photo cards to replace lost/stolen tickets can be obtained. An administration fee will be charged. We regret we cannot refund fares paid whilst awaiting a replacement ticket, but we do process replacement requests as a priority. Please refer to **POINTS OF CONTACT [reverse of pamphlet]** - to arrange the replacement bus pass.

It is at the discretion of First Essex Buses Ltd. to decline to issue more than one replacement bus pass per pupil in an academic term.

## What are you allowed to do when you travel in the vehicle?

We want you to enjoy your journey to school/college.

However, please make sure that your actions do not distract the driver, as this could put you at risk as well as the driver, your friends and other road users.

Your school/college and/or parents/guardians will be informed if you harass or bully others, fight, are a nuisance, are offensive, cause vandalism or throw objects. If you cause damage to the vehicle or other property, the cost of repairing the damage will be charged to your parents/guardians. Remember that you will lose your right to use the bus if you misbehave.

If you have concerns regarding the behaviour of other students, report it. Normal school/college rules apply on the bus, including no swearing or verbal aggression, no bullying, no fighting, no spitting and no illegal substances.

Smoking is not permitted. Please do not eat or drink in the vehicle. If you do have litter, please put it in a bin.

emergency.

Do not get up from your seat until the vehicle has stopped moving and remember to take your personal belongings with you. If you forget something, take care when returning to the bus as the driver may be pulling away; if so, do not attempt to stop it, but telephone one of our travel offices.

If you have to cross the road after getting off the bus, use a pedestrian crossing if available. Allow the bus to move off before attempting to cross the road.

## Parents/Guardians

Please remember that you are responsible for the safety and behaviour of your children, and therefore you must ensure that they know how to get to and from the bus safely.

If the bus is late by 30 minutes or more, please try to contact First Customer Service on 03456 460 707. Whilst every effort is made to run to time; sometimes buses can be unavoidably delayed.

We do appreciate that you may not be at home if your child is unable to board the vehicle. However, you should advise your child of who they should contact in the event of an emergency.

If the vehicle breaks down, students will be advised what action will be taken by the driver. Students must remain seated unless told to leave the vehicle by the driver. If any student leaves the vehicle against the driver's advice, they do so at their own risk.

Note that in the event of severe difficulties, i.e. major flooding on the roads or significant snowfall, it may be necessary for services to be cancelled in the morning or for pupils to be returned from their schools/colleges earlier than the scheduled times.

However, such a decision will only be made in consultation with the local authorities and schools. In the case of any early morning cancellation being necessary, announcements will be made on our website [www.firstgroup.com/essex](http://www.firstgroup.com/essex). Please select News and Service Updates. Updates will also be given on Twitter @FirstEssex.

**IF OUR BUSES ARE UNABLE TO OPERATE DUE TO ADVERSE CONDITIONS, NO REFUNDS WILL BE MADE.**