



HOME TO SCHOOL TRANSPORT (HTST)

Frequently Asked Questions

Introduction

Our Home to School Transport (HTST) is a comprehensive service comprising of two double decker buses and four minibuses. This enables parents from locations outside the normal catchment area to apply for a space at Trafalgar with the option of using our services.

Our pick up locations are reviewed annually and routes may change to meet new demand. The current areas we provide transport from can be viewed by visiting viewing the [Google Map](#). The D2 and D3 services are double decker buses and the remaining routes are 16 seat minibuses.

What will the service cost and how will payments be collected?

The cost of an annual seat for the period September 2024 – July 2025 is £1060; this equates to £5.58 per daily return journey. Unfortunately, we are not able to offer any discounts on the service as the school already heavily subsidises the running costs. Ad hoc or single journeys are not offered for this service.

Payments will be collected via direct debit within the first week of the month. There will be 10 payments over the year commencing in September and finishing in June. Parents can also choose to pay annually in advance.

All failed direct debits will incur a fee of £2, this covers the bank rejection fee and the resubmission fee the school must pay. If your direct debit fails, you will be notified and asked to pay the outstanding balance at the earliest opportunity. Failure to maintain the payments schedule will result in removal of the bus pass, and you will be asked to provide your own arrangements to get your child to school.

My family are separated, can I be picked up from two locations?

Children from separated families can only be picked up from different locations if their paid seat covers that area. If this is not possible then seats must be purchased for two buses, or personal arrangements need to be made to drop the child off at a stop on the paid route or at school

Why do you no longer offer sibling discounts?

The external costs of operating the bus service have significantly increased over the last few years and the number of siblings in the school has also increased. The seats are costed out individually and are currently heavily subsidised by the school. If we were to offer sibling discounts this would increase the costs for all other pupils using the service, therefore for fairness all seats attract the same fare.

Will bus passes be provided?

Bus passes are issued for the D2 and D3 services as these are operated by Go South Coast using Salisbury Reds services. Those travelling on minibuses will not be issued passes as the drivers have a nominal roll.

All passes are now digital and full instructions are sent out on how to download the pass. In order to use the pass your child must have a mobile phone able to download the Salisbury Reds App. If your child does not have a phone then we can issue a physical pass, however please note these are currently charged at £12 each. If your child loses their physical bus pass you will be charged for a replacement. Only one type of pass can be issued at a time.

Will my child be refused entry without a pass?

If your child forgets their bus pass, they will not be refused entry onto the bus, however, to ensure that only students who have purchased seats can board the driver will have a nominal roll of all pupils. Students failing to produce a valid pass will be reported to the school. The school will carry out spot checks of all students on the bus to ensure the service is not being abused.

What happens if my child misses the bus?

It is advisable that all students arrive at the bus stop at least 10 minutes prior to scheduled departure time. The main buses operate on roads where it is not suitable for buses to wait, this is due to the volume of traffic and narrow roads. It is reasonable for buses to leave up to 5 minutes early in these locations. If your child misses the bus, please notify student admin as the earliest opportunity.

My child has an after-school club, will they still be able to get transport?

Go South Coast will allow any pupil with a Trafalgar school pass onto the X3, R and PR routes at no extra cost after school only. This will allow pupils who engage in after school activities the opportunity to make their way to a central location when the after-school club finishes.

If I have a complaint, who do I speak to?

If you find any part of our service not at the standard you would expect, then please contact the transport team and we will work quickly to resolve any issues you have.

If you have any other questions or queries that have not been answered by the material provided on the website then please do not hesitate to contact a member of the transport team by emailing: transport@magnalearningpartnership.org.uk