



FINTON HOUSE
SCHOOL



Transport Guide

— 2023 - 2024 —

Welcome

Dear Parents and Guardians,

Thank you for taking the time to look at the Finton House bus service. This is the inaugural version of the guide, which sets out the wide range of travel options from home to School available to the pupils at fintonhouse.vectare.co.uk.

From June 2023, Finton House have appointed Vectare, a specialist school transport management company, to manage the home to school bus service. Vectare are responsible for over 2 million independent school journeys per annum. Vectare will manage all aspects of the school's service, and any enquiries can be directed to their team at fintonhouse@vectare.co.uk.

All bookings for school bus routes are made via our online booking system, which can be viewed at fintonhouse.vectare.co.uk or through the hyperlink/portal on the School's website in the transport section. Payment for the bus service will now be made via the online booking system. The website also incorporates an interactive journey planner which allows you to enter your postcode and find your closest bus stop.

This guide provides an overview of the school bus service and contains further details including fare and timetable information. All bookings for all routes can be made via the dedicated transport website. Other amendments and changes can also be made via the 'my account' section of via fintonhouse.vectare.co.uk.

If you need any further assistance, or you would like to discuss travel options from areas not currently served by our network, please contact us via the bookings website at fintonhouse.vectare.co.uk and we will be pleased to assist. I would like to take this opportunity to wish your child a pleasant and successful academic year ahead.

Yours sincerely,

Mustafa Davies
Bursar

Passenger App

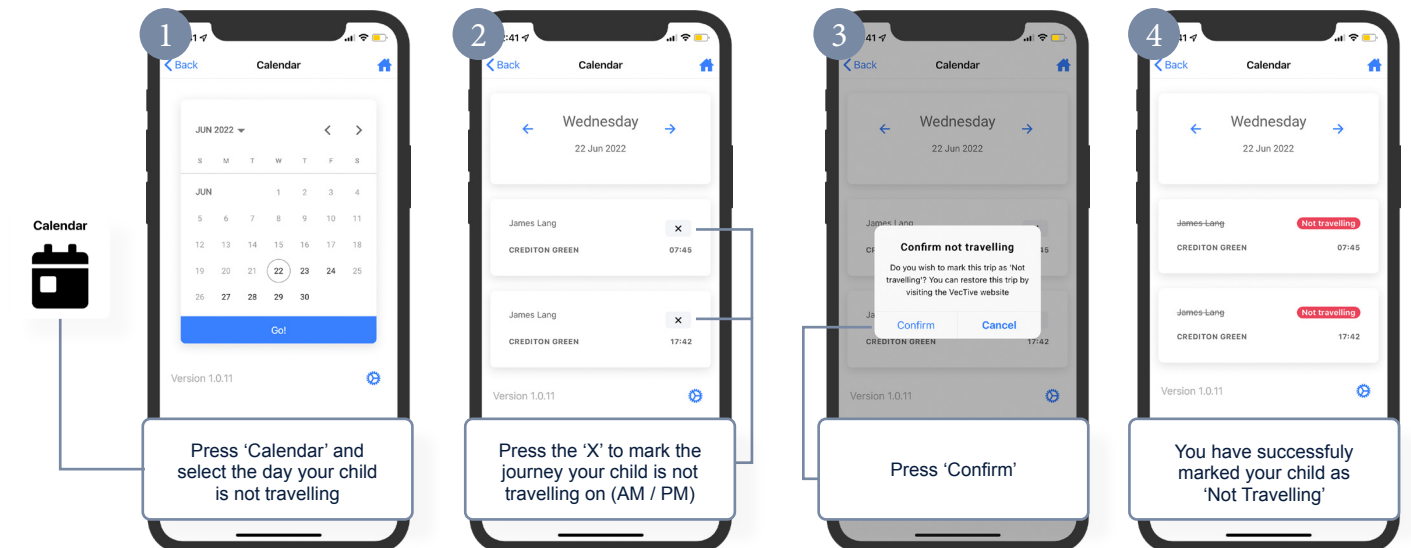


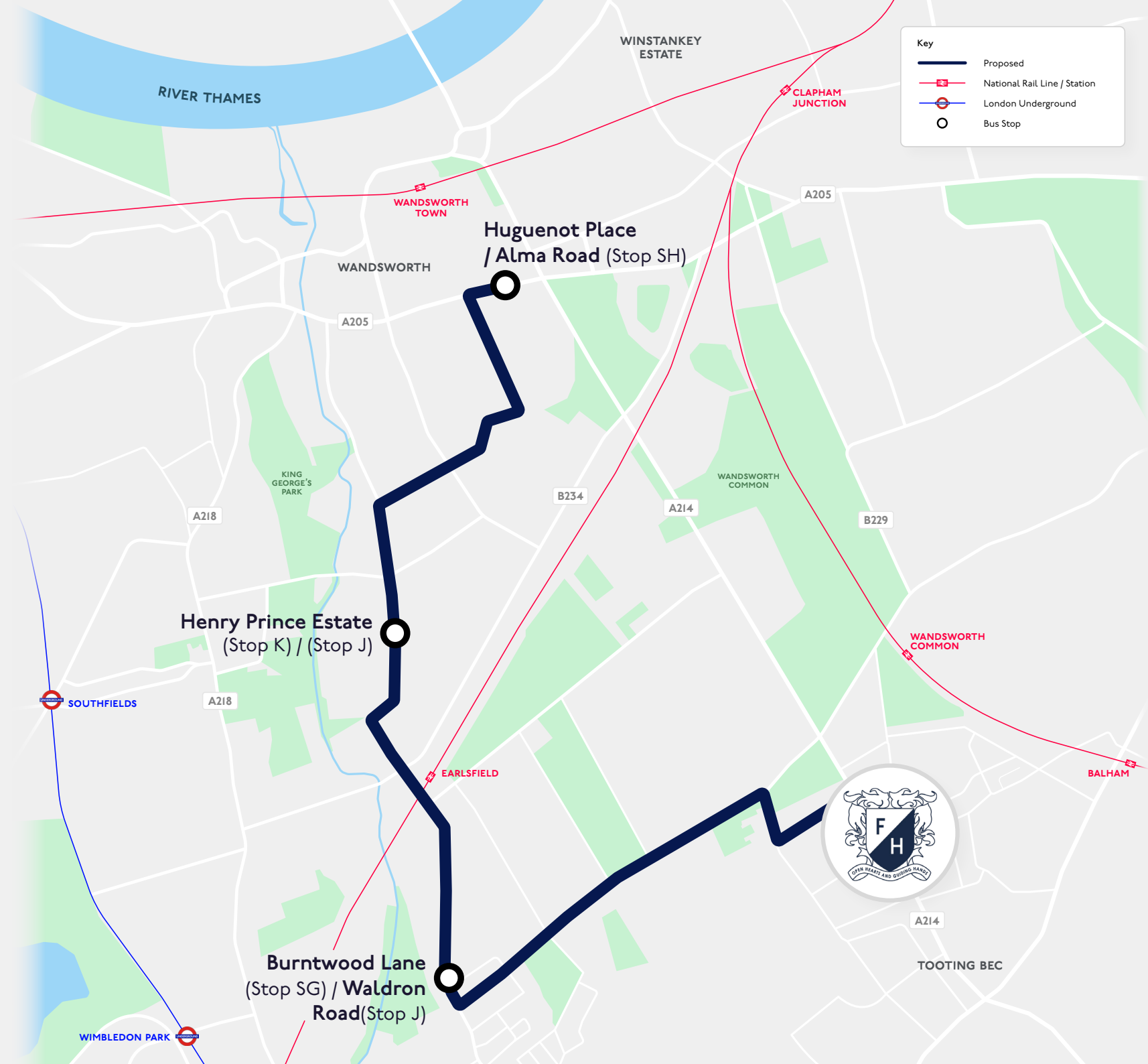
Vective Passenger app is available to download on the apple app store or google play store.



Mark as **Not Travelling**

To avoid unnecessary delays, don't forget to remove your son or daughter from the journey list if they are not travelling on any given day. This is easy to do on the app.





Timetable & Fares

Proposed Route

Stops	AM	PM
Huguenot Place / Alma Road (Stop SH)	07:45	17:30
Henry Prince Estate (Stop K) / (Stop J)	07:55	17:20
Burntwood Lane (Stop SG) / Waldron Road (Stop SE)	08:03	17:13
Finton House	08:15	17:00

Fares

Termly Return £750

1 Scan the QR code or go to fintonhouse.vectare.co.uk to locate your nearest stop and book regular travel.



2 Make your booking and get instant confirmation.

3 Contact Vectare via the website if you have any questions.

Terms & Conditions

1. This agreement is made between all school bus passengers, their parents and Finton House in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for pupils' journeys to and from school are the responsibility of their parents. To assist with discharging this responsibility, Finton House provides a school bus service. Parents are responsible for their children at all times including both prior to and after boarding and alighting.
3. Transport on the School bus service must be arranged in advance and is paid for through the online booking system. The booking are made for full return journeys, subject to availability.
4. Bookings are non-refundable in the event of a pupil failing to travel.
5. Bookings are to be made via fintonhouse.vectare.co.uk.
6. Each pupil for whom an online form has been submitted will be added to a bus list detailing the service they travel on, their bus stop and what travel has been paid for. Their name will appear on a list which will be checked by the driver.
7. It will be the parent's responsibility to inform the school via the Contact Us form on the website if they no longer wish for their child to use the School bus service. A full term's notice (Autumn, Spring or Summer, not two half terms during the course of the year, in line with the terms of the school) that must be given by a parent prior to the removal of a pupil from the School bus service.
8. No pupil is permitted to travel on the school bus service if not pre-booked for that bus. Other arrangements for journeys to and from school must be made by the pupil or their parents. Pupils must travel to and from Finton House in full school uniform or full school tracksuit.
9. Pupils should be at the bus stop 5 minutes before the scheduled time of departure to ensure they do not miss the bus. Drivers will not wait past the scheduled departure time.
10. Good conduct is required at all times. Shouting, use of inappropriate language, dropping litter, playing loud music or any other misbehaviour is strictly forbidden, as is eating on the bus. Pupils must ensure that any online activity will not cause distress to others.
11. Except when embarking or disembarking, all passengers must remain seated with their seat belts fastened correctly.
12. Except when embarking or disembarking, or when asked to move to a different seat in accordance with condition 11, all passengers must remain seated with their seatbelts fastened correctly.
13. Whilst on a school bus, all passengers must accept the authority of a member of staff or driver, who may ask them to obey any reasonable instruction such as pick up litter, cease from certain actions or to move to a different seat.
14. Failure to comply with these conditions may result in the matter being referred to the pupil's class teacher or Head of Year and may result in disciplinary action, including temporary or permanent withdrawal of permission to use the School bus service.
15. Finton House aims for 95% of journeys to operate within the transport industry window of tolerance of one minute early to five minutes late, however timings may vary due to traffic conditions or unforeseen circumstances

FAQs

Using the website:

How do I make a booking?

To make a booking please click the "Book Now" button on the left-hand side of the website. Alternatively, if you type your postcode in under the "Find your nearest stop" banner on the top left-hand side, you will be able to see all of your closest stops and click "Book Now" from here.

How do I pay for my child's travel?

Charges are made at the time of booking. Payment can be made at the end of the booking form, where you will be able to choose to pay fully, for a term or pay later.

What journeys can I book?

You are welcome to book regular journeys for either a full academic year or just a term.

How do I tell you if my child won't be on the coach one morning?

If your child is not travelling, please let us know by logging into your account, going into the journey calendar and marking your child as "not travelling". This will mark as not travelling only for the day you have selected. This way, the driver will know not to expect your daughter/son.

How much notice do I need to give to change my child's regular travel arrangements?

The notice period required to make changes to your child's bus journeys is one term . If you wish to cancel your child's bus booking altogether, you need must provide one full term's notice. To make changes to your child's bus booking, please email fintonhouse@vectare.co.uk.

What do I do if my child left something on the bus?

To locate lost property please use the 'Contact Us' form on the site. Please select Lost Property as a reason for your enquiry. We will get back to you as soon as your lost property is found.

How do I make changes to my booking such as changing the stop?

1. Visit fintonhouse.vectare.co.uk
2. Login using the same details you used to make your booking
3. Select 'My Account'
4. Select 'Orders'
5. Select the relevant booking
6. Select your child
7. Select the 'change stop' button next to the relevant journey
8. Select the journey that you would like.



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Produced by Vectare for Finton House. © Vectare 2023. Timetable, route and fare information is correct as of June 2023.

This guide is produced for information only. We cannot be held liable for any errors or omissions or for any loss or damages caused, howsoever arising and including consequential losses, as a result of the use of this Guide. Please note that bus routes are subject to change.