



Contractual Agreement & Booking Conditions for parents and children hiring school Bus /coach travel services.

This contract is between **JND Travels Ltd T/A My-Skool-Bus**
30 Whytecroft, Hounslow, England, TW5 9HH and **Child(ren), all the transport users, their Parents, or Guardians** using the Bus/coach service

Terms and Conditions:

1. Contract Term:

- I. The contract term is a Minimum of one academic year unless otherwise agreed.
- II. This is a continuous rolling contract renewable in March for the following academic year.

2. The Parents or Guardians Obligations

- i. The Parents or Guardians are responsible for their child's conduct when traveling on our services.
- ii. The Parents or Guardians are responsible for dropping/collecting their child to/from the agreed pickup/drop-off point.
- iii. The Parents or Guardians are responsible for ensuring that the child is at the departure point five minutes before the transport is due.
- iv. The Parents or Guardians should ensure that the child knows what to do if the transport is late or does not arrive.
- v. The Parents or Guardians should contact the operator on the generic number if the bus/coach is late by 5 minutes for their pickup, however, please check the tracking app to see where the vehicle is before making the call.
- vi. Parents or Guardians make sure the operator/driver is informed of any absence/after school clubs.

3. Fees:

- i. Fees to be agreed at the time of entering the agreement. Fees are payable monthly in advance, by the 25th day of the month via a bank standing order.
- ii. Fees are calculated for term days only (excluding bank holidays, half-terms, inset days), and the cost is divided in to twelve equal instalments.
- iii. Reservations are for the both ways (to and from school) - Parents or Guardians who are reserving seats for one-way use, will be still be charged at the full fees.
- iv. In a pandemic situation, unless it's a total lockdown, any self-isolations are also chargeable.

4. A deposit:

- i. The deposit paid when joining will be carried forward for the following year until termination and the amount will be used as the last instalment.



- ii. Once the deposit is paid and reserved the seat, the Parents or Guardians have 14 days from the date of the seat confirmation email to cancel the seat reservation.
 - iii. If cancelled within 14 days after the seat confirmation email, Parents or Guardians will receive a refund after deducting the admin charge of £20.00 per reservation.
5. **Early Cancellation:** Parents or Guardian's commitment to JND Travels Ltd is for the whole academic year. Any early exits (if not cancelled within 14 days from the date of the seat confirmation) will lose the deposit money unless agreed by JND Travels Ltd. For the avoidance of doubt, Early exits will require fees to be paid for the remainder of the academic year unless the operator agrees otherwise.
6. **Bus /coach Departure Times:** Please arrive 5 mins before the scheduled departure time. JND Travels Ltd does not accept any responsibility for any failures in reaching the bus/coach on time.
7. **Seat Belts:** when boarding the Bus /coach, JND travels ltd expect children to put on their seat belt and to have their seat belts fasten through-out the journey.
8. **Behaviour:** Good conduct is required at all times. The JND travels ltd will not tolerate any bad behaviour or rudeness that prejudices the safety, comfort, or wellbeing of any passenger or driver.
9. **Exclusion:** Any reported misbehaviour to us will result in a phone call to you the Parents or Guardians. JND travels ltd will need reassurance that Parents or Guardians have control over their child whilst on the bus. Any continued bad behaviours could lead to your child being removed from the bus without a refund. Serious offenses which include confrontations between student-driver or student-student may result in termination of a student's travel. These will be thoroughly investigated and contact with the student's school will be made.
10. **Do not distract the driver:** During a journey, all passengers must accept the authority of the bus driver/escort (where applicable), without question, who may ask a passenger to obey a simple instruction or desist from certain actions.
11. **Safety:** Bags must be kept away from any aisles to prevent students from passing by and falling over and to allow free movement of pupils when they board and disembark from the bus.
12. **Personal Property/Lost Property:** Passengers are responsible for all personal items taken on board the coach and it is strongly recommended that you do not leave any valuable items unattended. JND Travels Ltd does not accept any liability for any loss or damage to passengers' possessions/property.
13. **Force majeure:** An event beyond the reasonable control of JND Travels Ltd which prevent it from performing its obligations under the contract is a Force Majeure Event and shall include such events as an act of God, fire, bad weather (floods, storms, etc. - such circumstances will involve a consultation with the school first), riot, civil unrest, pandemics and acts of terrorism. In such events, the bus will not be able to operate for safety reasons and therefore JND Travels Ltd will



not be held accountable and will not be offering refunds. We will wherever possible alert you via text messaging or email.

14. **Data Protection:** We comply with the GDPR 2018 Regulations, our data protection policy can be requested by writing to JND Travels Ltd, 30 Whytecroft, Hounslow, England, TW5 9HH. Where we collect or otherwise process your personal data, we will always do so in accordance with the General Data Protection Regulations. We retain full contact details as well as other information supplied transport users, their Parents or Guardians. We may use your information for the purposes under which we are registered with the Information Commissioner under the Data Protection Act.

15. **CCTV:**

- I. JND Travels Ltd may fit their vehicles and other property with CCTV to provide added security, monitor the conduct of customers, monitor service quality, to assist us in the process of deterring vandalism, fraud, theft, anti-social behaviour and other individuals, and in legal proceedings and complaint investigation. All CCTV equipment and its operation complies with the GDPR 2018 Regulations (including the CCTV Code of Practice) and any subsequent amendments.
- II. Any CCTV Images may be provided to the police, DVSA, the Traffic Commissioner or any other enforcement agency at their reasonable request, whether to be used as evidence in prosecuting criminal activity or in assisting the identification of individuals or otherwise.

16. **Contact Details** If you or your child's details changed during the term, Parent's or Guardian's responsibility is to provide them soon as possible.

This agreement is made between all transport users, their Parents or Guardians, and JND Travels Ltd at the time of confirming the seat reservation.