



## 2022/23 Terms of Service

This contract runs from September 2022 to June 2023

Please read this information and if you are happy with our terms of service complete the online form

### SCHOOL BUS FARES:

#### Secondary Weekly Fares:

One child:	€25.00
Two Children	€42.00
Three Children:	€55.00
Four Children	€70.00
Five Children	€85.00
One Way Fare:	€ 15.00

### SCHOOL BUS FARES:

#### Primary Weekly Fares:

One child:	€27.00
Two Children	€42.00
Three Children:	€55.00
Four Children	€70.00
Five Children	€85.00
One Way Fare:	€16.00

### PAYMENT METHODS:

<b>WEEKLY ONLINE:</b>	Online payments are our preferred option Bank details will be supplied & parent can set us up as Payee & pay on the <b>Monday</b> of each week. 35 weeks secondary/ 39 weeks primary
<b>MONTHLY ONLINE:</b>	Online payments are our preferred option Bank details will be supplied & parent can set us up as Payee & pay on the <b>first week of each month</b> . Notification will be sent at the beginning of each month advising amount due
<b>REVOLUT:</b>	Phone number will be supplied for weekly or monthly revolut payments
<b>WEEKLY ENVELOPE:</b>	Payment in cash weekly to the driver – on the first day of each week Due to the charges on same, weekly cheques cannot be accepted Payment must be made on <b>Monday each week</b> . Payment envelopes will be provided each week. <b>If you cannot pay on Monday please do not select this option</b>
<b>MONTHLY ENVELOPE:</b>	Payment in cash on the <b>first week of each month</b> . Payment envelopes will be provided outlining the amount due
<b>TERM PAYMENTS;</b>	These can be paid either to the driver (cash or Cheque) or online at the <b>beginning of each term</b> . There are 3 terms in each school year & you will be advised of the amount due.
<b>YEARLY PAYMENTS:</b>	Discounts apply for those who pay yearly in advance. Payment to be made by Friday 12 <sup>th</sup> August 2022. <b>€50 discount 1 Child / €80 discount 2 children / €40 discount one way fare</b>
<b>PLEASE NOTE**:</b>	Fares must be <b>paid in full for each week</b> regardless of days off, school closures or absences of any sort. 35 Weeks for Secondary / 39 weeks for Primary Only exception to this rule is 4 <sup>th</sup> Year work experience weeks (3 max) Reminders will be sent each Monday evening if payment was not received <b>ARREARS OF 2 WEEKS WILL FORFEIT YOUR SEAT**</b>



### ALLOCATION OF PLACES

Due to the fact that there are limited places and large waiting lists we operate the following policy:

- Preference is given to existing customers, those who have travelled with us in previous years and their siblings.
- Places for existing customers will only be held for those with **good payment records**. Those who have poor payment records will only be allocated a seat on a policy of paying by term in advance.
- Any account with outstanding payments for June 2022 will not have a seat allocated for September 2022.

### ABSENCES / ATTENDANCE

- The full fare must be paid regardless of days off due to school closures or absence of any sort. Therefore in the event of a week consisting of one or two school days the full week will be charged.
- Work experience weeks are not charged; please notify the office of work experience dates in advance.
- Please leave a message with the Office/Driver, if children will be off sick to save driver calling.
- If your child is absent for the full week, there will still be a charge as you are holding a seat on the bus.
- Parents are asked to have their children ready at the appointed times, as delays result in overall lateness.
- Children will not be permitted to get off anywhere other than their designated drop off point unless requested by a parent.
- If children, who are collected in the morning, are not returning on the bus in the afternoon, please inform the driver. Your driver's mobile phone number will be supplied at the start of the school year.
- In the afternoons we allow 10 minutes from school finish time for your child to reach the bus. This is a sufficient amount of time to meet the bus or be waiting at the appointed bus stop.
- Unfortunately, we cannot control traffic and the delays it can have on our service/pick up times. You will notice that our buses can be delayed towards the end of the week due to traffic.

### HEALTH & SAFETY

Our drivers' duties involve ensuring safe collection and delivery of your child but they are not responsible for disciplining unruly children on the bus. Please ensure your child is aware of the following rules:

- all children should behave on the bus and remain seated at all times as **distractions** to the driver can affect **safety**.
- Bad behaviour towards the driver or any other child on the bus will not be tolerated:
  1. **First** occurrence of bad behaviour will result in parents being notified via **email**
  2. **Second** occurrence notification will be made by **telephone**
  3. **Repeat** event will then result in **loss of place / suspension**
- Any form of **gross misconduct** on the bus will result in **immediate loss of place** – this includes but is not limited to hurting another child / passenger / damage to the vehicle.
- Bullying of any sort will not be tolerated please inform the office / driver immediately if your child is experiencing difficulties. It will be dealt with effectively & efficiently.
- Passengers taking photographs/ Videos is strictly prohibited on our buses.

### SEATBELTS

All children must be seated with seatbelts. All our vehicles are of the highest standards and fitted with seatbelts. Please note the driver will not be assisting children to use their seatbelt, it is the parent's duty to ensure their children know to use their seatbelt.

### ROAD SAFETY AUTHORITY

- Kierans Bus Hire are exceptionally proud of our fleet & pride ourselves on our vehicle maintenance and adherence to Road Safety. Our CVORI - OPERATOR RISK INDICATOR issued by Road Safety authority currently stands in the **90<sup>th</sup> percentile**...rating us as one of the top safe & compliant transport companies
- Our drivers are highly trained & update their CPC, CPR, Tusla, First Aid & RSA skills annually.

### WEATHER CONDITIONS

- In bad weather conditions the bus will run unless the schools shut. If the service will not be running text message notifications will be sent.
- Buses **WILL** be delayed in bad weather. This is due to the drivers ensuring your child's safety but is **MOSTLY** due to major traffic delays. We have experienced traffic delays of 90minutes in adverse weather conditions
- Text message notification may ask for children to meet the bus at the entrance of each estate should the roads be too bad within the estates. We would be grateful if you could comply with this. This will only apply where the estate is deemed unsafe for the bus to travel through.