

Wolverhampton Coach Service

Thomas Telford School aims to provide an efficient coach service for students who live in Wolverhampton and we operate a fleet of coaches carrying over 500 students to and from School every day. For the vast majority of the time, this service works effectively and efficiently but when occasional problems do occur it is important that parents and students know the routine to follow. Details of this routine are given below together with some very important general guidelines.

You may find it helpful to keep this information readily available.

General

1. Students should be at their appointed stop **5 minutes before their pick-up time**, coaches will leave the stop on time.
2. Seat belts must be worn **at all times. Failure to do so will result in students losing the right to travel on the coach.**
3. Students should not consume food and drink or leave litter on the coach.
4. If a student is late and misses the coach, it is their parents' responsibility to ensure that they get to School. A telephone call must be made to Reception to let the School know if the student will be late arriving in School.
5. Any request for a permanent change of route must be made in writing, addressed to Mr P Williams and passed via the Coach Steward, or sent by email to pwilliams@ttsonline.net
6. Any request for a temporary change of route, taking friends home etc, must be kept to a minimum and must also be made in writing by parents to Mr Williams as above. Permission will only be given **if** there is room on the coach. Please note that spaces are likely to be more limited than in previous years.
7. The coach mobile phone number for your son/daughter's Coach Steward is provided in this email. Students, Parents / Guardians should add this number to their mobile phone contact list.

Late Coaches

1. Coaches are provided for students who stay for Session 3 and these leave promptly at 5.30pm from Monday to Thursday.
2. Students who wish to use these coaches must sign the Late Coach sheet provided by the Steward on their morning coach.
3. If there is a change to the student's arrangements during the day, he/she must go to Reception **before 1.30pm** to add or delete his/her name to the list. After that time, it is not possible to guarantee a seat on the late coach or a drop-off at the usual point

What to do if the coach fails to arrive and there has been no message from the steward

1. Students must wait at the pick-up point for **20 minutes** after the due time.
2. After 20 minutes, if one of the students at the stop has a mobile phone, he/she should try to contact the coach (mobile phone number provided with pick up details) or if it is impossible to contact the Steward, telephone the School (switchboard is manned from 7.45am).
3. Depending on information provided by the Steward/School, students should then decide whether or not to wait for the coach at the stop or at home. If at home, they **must** make sure that they are back at the stop in time for the coach.
4. If no-one at the stop has a mobile phone, students must return home and try to contact the Coach Steward or School as in 2. above. Students **must** make sure they are back at the stop in time for the coach.
5. The School will make arrangements for the student to be picked up as soon as possible.