



# Bus Booking Policy

## Parents: Bus Booking Policy (PH Group)

### Foreword

The Peterhouse Group of Schools provides various regular weekend bus services for pupils. Parents are requested to take note of the guidelines in this policy document regarding booking and use of these services. In all cases parents should contact the relevant Housemaster, Housemistress or School Secretary (SVH) with regards to bus bookings.

Bus booking are consolidated for the Peterhouse Group by the Bus Administrator who can be reached on [Contact Us - Bus Bookings](#).

Please note that changes to arrangements should NOT be made via phone, whatsapp or any other email address.

### Staff accompanying

Please note that pupils who travel in a hired bus **will be** accompanied by a Peterhouse member of staff but pupils who travel in a Peterhouse bus with a school driver (including airport buses) on a routine basis **will not** be accompanied by a Peterhouse member of staff. When dropping off pupils at Harare airport the school driver will ensure that pupils are delivered safely to the check in counter.

### Fixture Free Weekend and Half Term Intercity Buses

Bookings are open two weeks before the date of travel. Please take note of the procedure:

- i. Pupils at PHB/PHG are required to book their Fixture Free w/e and Half Term transport arrangements with their Housemaster/Housemistress before 17.00 on the Wednesday of the week before the Fixture Free w/e or Half Term (i.e. 10 days in advance). This includes all airport bookings, which also require a copy of the air ticket to accompany the booking. Failure to meet this deadline may result in the pupil concerned not getting a booking on the bus.
- ii. Springvale House parents should confirm their bus bookings directly with the Springvale House School Secretary before 17.00 on the Wednesday of the week before the Fixture Free w/e or Half Term (i.e. 10 days in advance).
- iii. The Bus Administrator will email details of bus bookings to all parents (please ignore these messages if you do not require a bus) by 13.00 on the Friday of the week before each Fixture Free w/e or on the Thursday of the week before Half Term.
- iv. Parents will be asked to notify the Bus Administrator via email [Contact Us - Bus Bookings](#) and cc housemaster/housemistress or the [Secretary at Springvale House](#) of any changes that need to be made to their children's bookings before 09.00 on the following Monday i.e. the Monday before the date of travel. Please note that changes to arrangements should not be made via phone, whatsapp or any other email address.
- v. Hard copies of the Pupil Bus Lists are placed on notice boards by lunchtime on the Tuesday prior to the date of travel.
- vi. Once this deadline is passed, no further changes of a routine nature will be accepted.
- vii. In the case of an emergency every attempt will be made to accommodate a change after the deadline.

Please note the regulations in this regards:

- There must be space available on the bus (pupils will not be permitted to stand or sit on the floor).
- The request must be in writing to [Contact Us - Bus Bookings](#) and cc housemaster/housemistress or [Secretary at Springvale House](#).
- Any booking or booking alterations after the 09.00 Monday morning deadline will incur a US\$20.00 administration fee.

Please also note that if a pupil or parent has made a booking on a bus for the Fixture Free w/e or Half Term and fails to cancel the booking by the 09.00 Monday deadline and does not travel, the charge will still be made.

No changes at all (outbound or inbound) will be accepted within 24 Hours (working days) of the outbound bus departure.

### **Bus Bookings – Sunday Floating Return Bus (SFRB)**

Bookings are open on the Monday before the date of travel.

- i. Housemasters and Housemistresses will submit the list of names of pupils (on hard copy or electronically) requiring the Sunday Floating Return Bus to the Bus Administrator by 08.00 on the Thursday prior to travel.
- ii. Bookings are CLOSED at 08.00 on the Thursday prior to travel. Failure to meet this deadline will result in pupils NOT getting booked on the bus.
- iii. The Bus Administrator compiles a list of pupils on SFRB and sends it to the Transport Department, Housemasters and Housemistress by 09.00 on the Thursday prior to travel.
- iv. The Bus Administrator and Transport Department finalise bus requirements by 17.00 on the Thursday prior to travel. The Pupil Bus Lists (indicating allocation of pupils to buses) will be sent to all Housemasters and Housemistresses for display on notice boards by 18.00 on the Thursday prior to travel.
- v. Transport gives a Pupil Bus List to the Driver. All SFRB are accompanied by a chaperone. The chaperone has to tick off the pupils onto the bus.
- vi. Pupils not booking and “bus hopping” will be charged double. “Bus hoppers” will also be banned from using the service for a month.
- vii. Seats are NOT guaranteed to “bus hoppers”. Preference will be given to pupils who have booked the bus previously. If the bus is full “Bus hoppers” will be left at the bus stop. They will have to call their parents. These Parents will have to return to collect the pupil(s) and arrange to take the pupil(s) school.

Pupils who miss the bus without cancelling (in writing) at least 24 hours (working days) before time of travel will be charged. Bookings cannot be changed over a weekend.

### **Bus Bookings – Airport Bus**

Bookings open two weeks before the date of travel.

- i. The Airport Bus Schedule (which must include a Parent Contact Number, departure and arrival time etc.) is filled in by the Housemaster, Housemistress or SVH School Secretary.
- ii. Housemasters / Housemistress MUST be fill in all the travel details on the Airport Bus Schedule. Copies of tickets should be sent to the Bus Administrator to verify booking times. The deadlines HAVE to be met or bookings cannot be accepted.
- iii. The schedule is submitted to the Bus Administrator one week before departure. The Bus Administrator and Transport finalise bus requirements by the Monday before departure (using the process above). Only bookings with all information completed will be accepted.
- iv. Deadlines for changes to Airport buses bookings will be two (2) working days before date of travel. No changes will be accepted within 48 Hours (working days) of outbound bus departure.
- v. Drivers/bus chaperones will be given a checklist for all international pupils – pupils will be required to sign that they have in their possession a VALID Passport/Visa/Ticket etc.
- vi. No responsibility for delays to pupils’ arrival will be accepted by the school.

Any pupils missing a bus or failing to follow the bus booking procedure will have to be transported by their parents/guardians.

## **Booking Alterations**

Changes in Bus Bookings must be sent in writing to Housemaster, Housemistress or SVH School Secretary (copied to the Bus Administrator) via email only.

- i. Peterhouse will endeavour to accommodate any emergencies or compassionate requests for changes in bus bookings after a deadline. No other requests will be considered.
- ii. No changes at all (outbound or inbound) will be accepted within 24 Hours of outbound bus departure (48 hours for Airport Bus).

## **Pupils missing a bus**

Any pupils missing a bus will need to be transported by their parents/guardians. Parents will still incur the bus charge if the bus has been booked.

## **Pick-up at Harare Bus Stop**

The official school bus stop for Harare Bus is Cresta Lodge. (All other bus stops are available on the School web site and the school reserves the right to change these).

For any Fixture Free or Half Term buses we expect the buses to arrive at Harare between 11.30hrs and 12.00hrs.

All pupils must be collect from the bus stop by 13.00hrs.

A warning to be given to the remaining pupils at 12.45hrs (15 minutes before the deadline), that the bus will be returning to Peterhouse in 15 mins time. At the deadline the bus will return to Peterhouse with any pupils not already picked up.

Parents who miss the deadline will have to drive to School to fetch their children. The returning bus cannot be stopped while travelling on the open road.

## **Luggage**

Pupils may only carry one small (hand luggage size) bag on any Fixture Free Weekend or Half Term bus.