

Hurst Transport Bus Service FAQs



1. I already use the bus service, do I need to re-book?

You do need to re-book. We clear the bookings calendar at the end of each year as requirements often change as pupils progress through the school. You should re-book using the SchoolBusTracker (SBT) Parent App.

2. How do I contact the Hurst Transport Department?

You can contact us at transport@hppc.co.uk. Our normal Term Time working hours are Monday to Friday 07:00 to 18:00, during holiday periods we will check emails periodically.

3. Where do I get the Parent App?

You can download the Parent App via the Apple Store or GooglePlay looking for this icon:



Also, below is a link to a YouTube video to assist with using the Hurst Parent SBT application:

[Parent Booking Module Hurst \(YouTube\)](#)

4. I am unable to log on the Parent App, what do I do?

Please make sure you are using the email address that you have given as your primary email contact. If you have recently joined Hurst your details may not yet be uploaded to SBT. If you continue to experience difficulties please email

transport@hppc.co.uk



5. Do I have to book for five days a week?

No, you can specify which days of the week you want to book. Please note that some of our routes do not run every day of the week, e.g. the Chichester route only runs on Monday mornings and Friday evenings. Please refer to the timetables for details.

6. Can I book mornings/evenings only?

Yes, you can book mornings, evenings or both. For example flexi boarding pupils might use the bus on Monday and Thursday mornings, and Wednesday and Friday evenings.

7. What age are pupils allowed to start using the school bus?

We accept pupils from Year 6. Exceptionally we might accept younger pupils after a risk assessment or if they are travelling with a responsible older sibling.

8. I can't see a stop near me, what should I do?

Please email your request to transport@hppc.co.uk, we will consider additional stops if they do not adversely affect the route.

9. How am I billed for the bus service?

The cost of the bus service will be charged along with the school fees and is payable in arrears at the end of each term.

10. What are the COVID precautions on the bus service?

The minibuses are sanitised regularly. Pupils must wear face coverings and the driver wears a face covering or visor. Slightly different rules apply to coaches. Eating and drinking is not permitted on morning and evening bus runs.

11. Can I change my booking during the year?

Yes you can. Minor changes can be made using the Parent App, for significant changes, e.g. moving house please contact transport@hppc.co.uk

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12. What do I do if my child is absent from school?

You can advise us of an absence using the Parent App. We urge you to do this so that the bus is not kept waiting for "no shows".

13. What happens if my child is late getting to the bus stop? How long does the bus wait at the bus stop?

The bus may wait a very short period depending on the bus stop. You can use the Parent App to track the bus so that you can meet the bus on time.

14. Can I contact the bus/driver directly?

No, the drivers are not contactable when driving.

15. My child has missed the bus, can they join the bus later on in the journey?

If you use the Parent App to track the bus you may be able to catch the bus at a later stop.

16. What if my child has excess luggage? Or a cello?

The majority of our buses are Mercedes Sprinters with a large luggage compartment. We usually manage to accommodate large items of luggage.

17. Can I book a one off journey?

You can use the Parent App to book a one off journey, subject to availability.

18. How do I know if the bus is running late?

The Parent App allows you to track the location of the bus. If the bus has been delayed in traffic or for other reasons you should be able to see this.

19. Can I book different stops on different days?

Yes, you would need to make separate bookings for each stop using the Parent App.

20. My child has a friend staying overnight, can they catch the bus together?

Yes, subject to availability. For H&S reasons the friend must be properly booked onto the bus.

21. What is the Clapham Junction service?

We run a chaperoned service on the train from Clapham Junction to Hurst on Monday mornings (including a transfer from the station to College) and a return chaperoned service to Clapham Junction Friday evenings. We can purchase train tickets for the return service which are rechargeable at cost. This service is only available for weekly boarders from Year 9.

22. If my child does not catch the bus am I charged?

Yes, we charge for the service by the term and unless there are exceptional circumstances we do not offer refunds for unused journeys.

23. How I cancel the bus service?

You can cancel by giving at least half a terms notice in writing to transport@hppc.co.uk.