

# Bus Service FAQs

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

**A.** 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.

**Q. How do I contact the Hurst Transport Department?**

**A.** You can contact us at [transport@hppc.co.uk](mailto: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.

**Q. Where do I get the parent app?**

**A.** You can download the Parent App via the Apple Store or GooglePlay looking for the icon below. The Parent App has a FAQ guide on how to make changes, view bookings, make new bookings and cancel any bookings.



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

**A.** 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](mailto:transport@hppc.co.uk)

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

**A.** 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.

**Q. Can I book mornings/evenings only?**

**A.** 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.

**Q. What age are pupils allowed to start using the bus?**

**A.** 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.

**Q. How am I billed for the bus service?**

**A.** 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.

**Q. Can I change my booking during the year?**

**A.** 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](mailto:transport@hppc.co.uk)

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

**A.** 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".

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

**A.** 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.

**Q. Can I contact the bus driver directly?**

**A.** No, the drivers are not contactable when driving.

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

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

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

**A.** Though most of our vehicles do have luggage space, this is generally limited on a number of them, so we ask consideration be given when bringing luggage. We have had occasion when luggage has had to be left behind, as for safety reasons we must not block passenger access and aisles.

**Q. Can I book a one off journey?**

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

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

**A.** 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.

**Q. Can I book different stops on different days?**

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

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

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

**Q. How can I cancel the bus service?**

**A.** You can cancel by giving at least half a terms notice in writing to [transport@hppc.co.uk](mailto:transport@hppc.co.uk).

**Q. What device specification is needed for the app?**

**A.** IOS 16.2 or Android 7. The app will not run on Microsoft Windows.