

# Catching the bus to school

## Parent's FAQs

**How and when will my child get their bus pass?** You can order a KCC Travel Saver pass on the Kent County Council (KCC) website. If you have ordered a KCC pass for September, you must ensure you have applied for the pass by KCC's July deadline for your child to collect it on their first day of school. The Travel Saver pass comes automatically loaded. To scan the bus pass, hold it on the ticket machine until you hear a beep. Your child won't be charged for their first few journeys to school if their pass has not arrived yet.

**What is the best value ticket/pass?** The best value bus pass is the KCC Travel Saver. The pass allows your child to travel on almost every local bus route in Kent.

**When can my child use the KCC Travel Saver Pass?** KCC have selective hours and days (from 6am to 7pm on Monday to Friday) to use the Travel Saver Pass. Stagecoach allows the use of this pass out of these times, at no extra cost! Stagecoach wants to encourage children to use their bus pass, whether it is for studying late at school, seeing friends or going into town. By purchasing and using the pass, your child is agreeing to follow KCC's code of conduct which can be found on their website.

**Do you have alternative tickets to the KCC Travel Saver Pass?** Your child can get a Stagecoach smartcard, where your bus driver can load your ticket on to your smartcard. You can also use the Stagecoach Bus app to purchase tickets. Our child (5-15 years) single and return fares are set at half the price of an adult fare. We also offer a good value day ticket for unlimited travel in a local area or across the South East region. The DayRider U19 ticket is available for children and young people aged 18 or under.

**Will my child get a discount?** Yes, if in year 7 to year 11 your child qualifies for a discount through their KCC Travel Saver Pass.

**Is my child entitled to free travel?** Your child may be entitled to receive free school travel if they live more than 3 miles away from their nearest appropriate school. You can apply for this on the KCC website.

**Do you accept cash?** Yes, you can pay with cash on our buses. We accept contactless card payments, Apple Pay and Google Pay. We do not accept top-up contactless payment cards such as GoHenry.

**When will my child's bus arrive?** You can track the bus using our live map on the Stagecoach Bus app. Our live map refreshes every 20 seconds, ensuring your child has the latest information as to where their bus is.

**What bus should my child get?** Many of our services travel directly to schools. If your child's school does not have a direct service, this typically requires a change of bus in the town or city centre. Your child is not guaranteed a seat on a direct school bus, so it is important they are made aware of all of their travel options. You can plan your child's journey to school using the Stagecoach Bus app or website.

**What should my child do if they don't know where to get off?** Ask the bus driver where to get off and they will do their best to help. If your child has a question, please wait until the driver is at a bus stop or has stopped the engine. Don't speak to the driver whilst they are driving, unless it is an emergency.

**What happens if my child loses their bus pass?** If you have the KCC Travel Saver pass, you can get a replacement card through the KCC website where you may have to pay a fee allocated by them. If your child uses a Stagecoach smartcard, log into your account on the website or email customer services: [customer.services@stagecoachbus.com](mailto:customer.services@stagecoachbus.com).

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**Does my child need to carry their bus pass everyday?** Yes, it is important that your child has their bus pass or ticket as they will need it every time they board our bus. Without a valid pass or ticket, your child will be expected to pay for a ticket to fulfill their journey.

**Can my child take their bike or scooter on the bus?** Folding bicycles and scooters, safely and securely stowed in the designated luggage area, may be carried on buses if there is space for them. They should not be carried on the upper deck of double decker buses. E-scooters are not allowed on our buses.

**What should my child do if they miss the bus?** Check our website or the Stagecoach Bus app to see when the next bus is. Your child should alert their parent/carer and the school to say they have missed the bus.

**What should my child do if the bus doesn't show up?** Check our twitter account, @StagecoachSE to see our latest updates before checking when the next one is coming using our timetable. If your child is going to be late to school, they should contact the school to notify them that the bus hasn't arrived. If your child's bus hasn't shown up on their way home from school, they can check the timetable or with the school who will be able to help.

**How can my child stay safe onboard?** All our buses are equipped with CCTV, any anti-social behaviour is recorded and shared with schools to identify pupils. We've enhanced our onboard cleaning and are doing all we can to make our school buses safe. We encourage passengers to use contactless payment methods or have exact fares where possible. Although not compulsory, masks and social distancing is encouraged when possible.

**What should my child do if there are no seats?** If no seats are available, your child must stand on the lower deck and hold onto the handrail.

**Can I eat or drink on the bus?** We like to ensure that our buses are kept clean for a pleasant journey for all customers. We ask school children to not consume food or drink whilst travelling.

**Are there litter bins on the bus?** We do not have litter bins on board our buses. Any litter should be taken home and not left on our buses.