EATON BANK ACADEMY

Eaton Bank Academy, Jackson Road, Congleton, Cheshire, CW12 1NT.
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Eaton Bank Academy School Transport Terms and Conditions 2026/2027

1. The minimum commitment is 5 single (one way) journeys per week.
2. No refunds are available for missed journeys (e.g. unexpected road closures) unplanned school closures (e.g. 'snow days' or strike days) or student absence/ lateness.
3. The minimum commitment is one term.
4. If you have booked an annual ticket and wish to cancel, all cancellations must be received at least two weeks before the start of the next term, otherwise the commitment is for the next term in full. Refunds will exclude any discount for purchasing an annual ticket.
5. Ensure your child is familiar with the student bus rules, which can be seen below. We expect all students to comply with the bus rules at all times. Any students involved in persistent unacceptable behaviour will be removed from the service. A significant breach of these rules will result in immediate removal from the service.
6. Payment must be made through ShuttleID prior to travel date.
7. You will be required to pay any missed direct debit payments before any future bus ticket can be purchased. The school will contact you to arrange payment.
8. Students must present a valid ticket before boarding.
9. Permits for Year 11 and Year 13 are the same price as for other year groups, irrespective of the final exam date, as the cost of the seat to the school is unchanged and it is not possible to reduce capacity for the final 3-4 weeks of term.
10. In the unlikely event that a student causes criminal damage to the vehicle, and this can be evidenced through CCTV or witness statements, their parents/carers will be responsible for the cost of repair.
11. Following consultation with the school, Hollinshead Coaches reserve the right to refuse travel to any pupil found to be behaving in a way that causes a health and safety risk to other pupils or a member of Hollinshead's staff. This does not extend to refusing the right to travel without the prior knowledge of the school.
12. Service Continuity and Insolvency - The school or transport provider will make reasonable efforts to ensure continuity of the bus service throughout the agreed term. However, in the event that the transport provider becomes insolvent, enters administration, ceases trading, or is otherwise unable to operate the service, the obligation to provide transport may be suspended or terminated without prior notice. In such circumstances, the school will use reasonable endeavours to arrange an alternative provider, but this cannot be guaranteed. Any refunds for unused services will be subject to the availability of funds and applicable insolvency procedures. The school shall not be liable for any indirect or consequential losses arising from service disruption.

Student Bus Rules

a. Always scan your bus ticket when boarding the bus.
b. Only use tickets in your name.
c. If you do not have a ticket, please give your name to the bus driver.
d. Remain seated at all times whilst the bus is moving.
e. Never distract the driver.
f. Do not eat or drink on the bus.
g. Do not leave litter.
h. As in school, chewing gum is not allowed on the bus.
i. Treat other students and the bus driver with courtesy and respect at all times.
j. Never throw anything or bang on the windows.
k. Any behaviour incidents should be reported, by the following school day, to your Pastoral Manager.

Terms and Conditions are subject to change.