

Catching the bus to school

Teacher FAQ guide

How do students get a bus pass? For most students a Kent County Council Travel Saver bus pass will be the best value option. Some students may qualify for a free Entitled Scholars Pass from KCC (details of which are available on the KCC website). Parents can order a KCC Travel Saver on the KCC website from June onwards (applications received after the cut-off date may delay delivery of the pass). Travel Saver passes are usually delivered to the school from where they can be collected by the student on the first day of term.

Alternatively, Stagecoach offer a range of tickets to suit various travel requirements. Details can be found on the Stagecoach website here> www.stagecoachbus.com/promos-and-offers/south-east/kent-school-buses

However, in most cases the KCC Travel Saver will offer significant savings over buying single, day or period tickets.

How much is a KCC Travel Saver Pass? KCC will confirm pass prices for the upcoming academic year in June. For 2024-25, under 16 passes cost £550 each and 16+ passes cost £600. The amount can be paid in full or by instalment.

Can parents get any further discount? Families with three or more children can get a third and further additional passes free of charge. Young carers or children in care may qualify for a free pass. Details can be found on the KCC website> www.kent.gov.uk/education-and-children/schools/school-transport/KCC-travel-saver

Do students need to carry their pass every day? Yes. It is important that they have their pass or a valid ticket with them as they will need it every time they board the bus. Apart from during the first week of the autumn term, students who do not have a valid pass or ticket will be required to pay a fare.

What happens if a student loses their bus pass? If they have a KCC Travel Saver pass they can request a replacement online. KCC will charge an admin fee.

What happens if a student forgets their bus pass? Apart from during the first week of the autumn term, students who cannot present their bus pass when boarding the bus will be required to pay a fare for their journey.

Which bus should students catch? We operate a comprehensive network of bus routes around the county. Some bus routes extend to and from specific schools and operate at school-times. Use our online journey planner to find the most suitable bus to catch> www.stagecoachbus.com/plan-a-journey

When will the bus arrive? Students and parents can track a bus on a live map on the Stagecoach Bus App. The app is handy to use and has all you need in one place. Find out more about our app here> www.stagecoachbus.com/app

Can students take their bike or scooter on board the bus? Folding bicycles and scooters, safely and securely stowed in the designated luggage area, may be carried on all our buses if there is space for them. They must not be carried onto the upper deck on double deck buses.

What should a student do if they miss their bus? We recommend that students alert a parent/carer and/or the school if they have missed their bus and they expect to be late. Students can check our website or the Stagecoach Bus App to find when the next bus is due, or an alternative bus.

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What should a student do if the bus doesn't arrive? We recommend students check our X account @StagecoachSE to see live updates about cancelled or delayed services. This should be done before checking when the next bus is available. If they are on their way to school they should contact a parent/carer and/or the school to notify them that their bus hasn't arrived. If a bus hasn't shown up on their way home from school we encourage students to alert a member of staff at the school and check our website or the Stagecoach Bus App to find when the next bus is due, or an alternative bus.

How can students stay safe onboard the bus? Buses are allocated to cater for large numbers of school children at school-times. We expect students to use all available seats and if necessary to stand only in the designated saloon area on the lower deck. All our buses are equipped with CCTV cameras. Any anti-social behaviour is recorded and shared with the school to identify individuals. Our drivers are responsible for the safe operation of the bus. Whilst they will do everything they reasonably can to control the conduct of other passengers, they cannot be held responsible for their conduct.

What should a student do if there are no available seats? We expect students to use all available seats, but if no seats are available they must stand only in the designated saloon area on the lower deck and hold onto a handrail.

Where can we find further information and resources for helping students and parents understand about bus travel to and from school? We know how nerve-wracking catching the bus to school can be, so we have produced a video on how to catch the bus to school > www.stagecoachbus.com/promos-and-offers/south-east/kent-school-buses