

Catching the bus to school

Teacher FAQ guide

How do I get my bus pass? You can order a KCC Travel Saver pass on the Kent County Council website, your KCC Travel Saver pass will be ready to collect on your first day at school from your teacher. Alternatively, you can get a Stagecoach smartcard, where your bus driver can load your ticket on to your smartcard, this could be a daily, weekly or monthly ticket. You can also use the Stagecoach Bus app to purchase tickets.

How much is my bus pass? A KCC Travel Saver pass costs £450 for the year, with alternative ticket options and payment methods available here: <https://www.kent.gov.uk/education-and-children/schools/school-transport/KCC-travel-saver/cost-of-KCC-travel-saver>

Can I get a discount? Yes, if you are in year 7 to year 11 you qualify for a discount through your KCC Travel Saver pass.

Can I pay with cash? Yes you can pay with cash on our buses. We also accept contactless card payments, Apple Pay and Google Pay.

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

What happens if I lose my bus pass? If you have the KCC Travel Saver pass, you can get a replacement card for £10 online. If you use a Stagecoach smartcard, speak to our customer services .

Do I need to carry my bus pass everyday? Yes, it is important that you have your bus pass or ticket as you will need it everytime you board our buses.

Can I take my bike or scooter on the bus? Folding bicycles and scooters, safely and securely stowed in the designated luggage area, may be carried on all 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 happens if I forget my bus pass? If you forget your bus pass you will have to pay for a ticket to fulfill your journey.

What should I do if I miss the bus? Check our website or the Stagecoach app to see when your next bus is. Alert a parent/carers and the school that you have missed your bus if you are going to be late.

What should I do if the bus doesn't show up? Check our twitter account, @StagecoachSE to see why your bus hasn't shown up before checking when the next one is available. If you are on your way to school, contact your parent/carers or the school to notify them that your bus hasn't arrived. If your bus hasn't shown up on your way home from school, check the timetable or with your school who will be able to assist you.

How can I stay safe onboard? All of 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.

If there are no seats, what should I do? If no seats are available you must stand on the lower deck and hold onto the hand rail.

What should I do if I don't know where my stop is? Ask the bus driver where to get off and they will do their best to assist you. If you have 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.