



Prospect Coaches (West) Ltd
Terms and Conditions

The following booking conditions form the basis of your contract with Prospect Coaches (West) Ltd. These booking conditions set out the conditions of the contract between you and Prospect Coaches (West) Ltd and our contractual commitments to each other. Please read them carefully as they are our respective rights and obligations. By asking us to accept your request and make a booking. We are entitled to assume that you have had the opportunity to read and have read the booking conditions and agree to them.

A binding contract between us comes into existence when a deposit is paid, to secure a space on the transport.

Booking Process

New and existing parents will be contacted prior to the following academic year starting. A deposit ticket will be made available on our BusHub portal and joining instructions will be issued to families. To secure a space on one of our routes you will need to select your preferred school and pay a £100 non-refundable deposit, this will secure your child's space for September. If your child is due to start Sixth form in September and is awaiting confirmation of a space, we recommend purchasing a deposit ticket to secure a space on the school transport. We cannot temporarily reserve spaces whilst an offer is made. If you aren't able to secure a place at your chosen establishment, you will be eligible to receive a refund upon production of supporting evidence.

Student behaviour

It is essential that passengers behave in an appropriate manner whilst travelling on our services. By purchasing a ticket, you agree to abide by these Terms and Conditions, and Prospect Coaches reserves the right to refuse travel to any passenger who does not comply.

School passes

School passes must be shown when boarding and must always be available for inspection. Please visit the school transport section of our website for instructions on how to order a replacement pass.

FAILURE TO PRODUCE A VALID COACH PASS MAY RESULT IN DENIAL OF TRANSPORTATION

Seatbelts

It is a legal requirement that passengers wear seat belts, where fitted. Our drivers are unable to assist children with putting on their seat belts.

Timetable

The routes and timetables may be altered at short notice to improve efficiency or react to local road conditions. Should there be any changes, parents will be notified at the earliest opportunity via the app. Please ensure you have notifications enabled

The vehicle will depart promptly at the times shown. Passengers are advised to be at their stop in good time and stand where the driver can see them. We cannot wait for passengers who are late. It may be necessary to indicate to the driver that you wish to board by raising your arm as the vehicle approaches. Should we become aware of traffic issues, on any given day we will inform parents via the dedicated transport app. Again please ensure you have notifications enabled on the app.

Passenger behaviour

Prospect Coaches reserves the right to refuse travel, or permanently ban, passengers for serious misconduct, or consistent incidents of bad behaviour, on any route operated by the company this decision will always be made in conjunction with Hagley Catholic High School. No refunds will be given in these circumstances.

Whilst travelling to and from school, pupils are bound by their school's own behaviour policy as well as Prospect Coaches terms and conditions. Any behavioural incident which is considered unacceptable by our drivers will be reported to the school immediately so that it can be logged by them, and any sanctions duly given. Please note that this includes not being seated on the vehicle, or any breaches of safety.

Prospect Coaches will liaise with parents and schools as necessary to try and help resolve any behavioural issues, but please report any incident of bad behaviour directly to the school in the first instance. It is a requirement for all pupils to wear a seat belt if they are fitted. It is not the driver's responsibility to ensure that pupils wear a seatbelt. There is no seating plan and students are free to sit wherever there is a space on a vehicle. If, however we and Hagley Catholic High School deem it appropriate, we will implement a seating plan or move students for their own safety and that of others.

All Prospect Coaches Vehicles are non-smoking, this includes e-cigarettes.

Parental behaviour

Please note that parking at bus stops to drop off/pick up children is completely unacceptable. This can cause a dangerous hazard, as it makes it very difficult for our drivers to stop safely to pick up/drop off your children.

Verbal abuse of our staff will not be tolerated. We reserve the right to refuse travel to, or permanently ban, any passenger whose parent/carer abuses our staff. This will also be reported to Hagley Catholic High School.

Fare structure

Fares are reviewed annually by the company. We reserve the right to alter the pricing for any route, but we will provide appropriate notice to parents. Any alterations will not be made after a booking has been made, unless where applicable – mentioned below. Payments are made via our Bushub portal.

Please note that the annual payment is a one-off payment. No refunds will be made for this payment at any time. If you suspect that you may need to cancel your child's space part way through the academic year for any reason, you may wish to consider paying in instalments (Whereupon one calendar months' notice is required – please ask to see our Cancellation of Transport Policy document for more details).

Please note that for the 2026/2027 academic year, instalment payments are due at the beginning of the month, starting no later than 01/09/2026 and ending no later than 01/07/2027. If we have agreed to you setting up a direct debit after our deadline of 24/08/2025 (through exceptional circumstances), then your instalment payments will be adjusted (after we have received your first payment) such that all monies due are received by us by 01/07/2026. If we do have to adjust your payments in this way, then we will email you to provide all the relevant details.

Please note that children in their GCSE year or A-Level year pay their annual fee in monthly instalments just like any other child; we do not charge extra. This considers that your child will use the coach sporadically after May when exams take place, and it enables us to keep their space available for them.

Should you wish to make any changes to your confirmed route, you must notify us in writing as soon as possible. Whilst we will endeavor to assist, we cannot guarantee we will be able to meet any such requests. Where we can, an amendment fee of £15.00 (£12.50 + VAT) per person may be payable if you wish to change routes during the year.

Please note that the transport charge is calculated on an annual basis and there will be no reduction for any periods where transport isn't required e.g., exam leave, holidays or sickness, or for any occasions when due to unforeseen circumstances transport is not available e.g., snow days, vehicle breakdowns/lateness, school closures/early finishes.

Please note, changes and errors occasionally occur, you must check the price of your chosen route at the time of booking. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

Once the price of your chosen route has been confirmed at the time of booking, we will only increase or decrease the price in the following circumstances:

Changes in the cost of the following mean that the price of your route may change after you have booked:

The price of transportation resulting from the cost of fuel or other power sources

Minimum numbers

Some of the travel arrangements shown on our website can only be operated if there is sufficient demand for the same and enough people book these routes. If there is insufficient demand on subsequent confirmed bookings, we have the right to cancel the travel arrangements in question.

If we must do so, we will notify you as soon as possible. In this situation you will then have the choice of accepting an alternative travel arrangement of equivalent or closely similar standard. When we cancel for lack of numbers in accordance with this paragraph no compensation will be payable. In the unlikely event that we do need to cancel your route for the reason of lack of numbers, we will not do so less than 15 days before your first travel date.

Additional Route Requirements

We can only guarantee one space on a primary route for each student. Should any student require access to travel on an additional route due to family circumstances this should be declared on booking of transport and stated in the additional information box. We will look at all requests once sale of the transport closes, we will then try to accommodate those who need access to an additional route where capacity allows. Please note we CANNOT guarantee a space on an additional route.

Force majeure

Very rarely, we may be forced by "force majeure" to change or terminate your route. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds, pay you any compensation or meet any costs or expenses you incur as a result. (Unless we obtain any refunds/support from our suppliers).

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions, "force majeure" means any event which we or any supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, pandemic, and all similar events outside our control.

Prospect liability

We promise to make sure that the route arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care.

This means that, subject to these booking conditions, we will accept responsibility if, for example, a participant suffers death, illness or personal injury or the contracted route arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted route arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

We will not be responsible for any injury, illness, death, loss (including loss of enjoyment or possessions), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -

- The act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- The act(s) and/or omission(s) of a third party not connected with the provision of your journey, and which were unforeseeable or unavoidable or
- Force majeure as defined in this document.

Personal data

Please ensure all personal details supplied to Prospect Coaches (West) Ltd are updated regularly with any changes to your name, address, telephone number and email address. In providing your personal data to us, you give your consent for us to record and retain it, to use it in all subsequent correspondence between us and for us to disclose it to your school, the police and to other agencies/parties as required.

Food and drink

Strictly no food or drinks to be consumed on the coaches during travel, except for water and/or where there is a medical need. Medical documentation should be provided as supporting evidence. Your child will be spoken to by the coach driver if this is not adhered to and school will be notified.

Damage to property

Where a vehicle is damaged due to vandalism, we will seek to recover the full cost of repairs from the parent(s)/guardian(s) of the student(s) responsible. If the amount is not paid, the travel pass will be withdrawn until the amount is settled. It is important that your child/children only travel on the coach they have been allocated, attempting to travel on another service may result in them being excluded from travelling with Prospect Coaches (West) Ltd.

Unforeseen service issues

Very occasionally the service may run late due to unforeseen circumstances, such as break down, traffic or roadworks, you should wait for 30 minutes after the coach was due to arrive at the pick-up point. Please ensure you have enabled the app and notifications to be able to see messages from us in real time.

Prospect Coaches (West) Ltd will do its utmost to provide alternative arrangements. As soon as the operations team are made aware of an issue, they will send an alert out to parents to inform them of the issue and the arrangements made for replacement service.

Adverse weather conditions

If schools/colleges decide not to open due to adverse weather, they will announce this on the relevant authority school closures webpages. Prospect Coaches will also send push notifications and other relevant communications once informed, along with an Arbor notification or email from school.

Complaints procedure

In the unlikely event that you have any reason to complain or experience any problems with your route, you must immediately inform Prospect Coaches (West) Ltd in writing. Any verbal notification must be followed up in writing and given to Prospect Coaches (West) Ltd at the earliest opportunity.

Most problems can be dealt with quickly. If you remain dissatisfied, however you must write to us within 28 days giving your booking reference and full details of your complaint.

If you have any concerns or complaints, or indeed feedback of any kind, please direct these via email to schools@prospectcoaches.co.uk.

During a Journey

If there is an occasion of an incident, either on or off the coach where it is no longer safe for the driver to continue the journey, the following process will be put into action immediately.

The driver will pull into the nearest safe space on the road, this may be at one of our stops, the next layby or car park. The driver will inform all passengers of the reason the route will not continue/or give an update on when the service will resume. The driver will make a call to the depot who will send a push notification to all parents via the app and will call the school to give an update.

If the coach cannot continue its journey safely a new coach will be dispatched and parents will be notified of the new arrival time via the app.

If the driver cannot continue the journey safely, a new driver will arrive to take over the route. Again, parents will be notified via the app.

For any other circumstance, parents will be notified via the app and school will be informed at the earliest opportunity.