



Securing your child's school transport for 2026/27

This document outlines the process for purchasing a deposit ticket for your child's school transport for the 2026/27 school year. For further information please contact schools@prospectcoaches.co.uk

Step 1: signing in (existing users) or registering (new users)

If you already have a customer account, please go to HagleyRC.bushub.co.uk and sign in using your registered email address and password. Once you have entered your details hit the blue 'Log in' button and continue to step 2.

[If you have forgotten your login details then click on the 'Forgot your password?' link and follow the instructions.]

PROSPECT

[← Back to main website](#) [Register](#) [Login](#)

sign in to your account

Email address

This is required

Password

Your password must be at least 10 characters long, contain 1 numeric value and 1 special character. [Forgot your password?](#)

This is required

Frequent traveller? Create an account to remember your details, manage your booking and make quick & easy bookings in the future. [Sign up for an account](#)



New users can create an account by completing the box which sits at the bottom right of the homepage; you should use your own details here, not your child's. You will need to agree to the terms and conditions in order to register. You will also receive a registration email once you have successfully created your account, and you will need to verify your email address before you can move forward with your purchase.

sign up for an account

First name

Last name

Email address

Confirm email address

This is required
This doesn't seem to match

Password

Your password must be at least 10 characters long, contain 1 numeric value and 1 special character.

This is required

I acknowledge and agree that when I purchase a ticket, or travel on a service, our terms and conditions shall apply. Our terms and conditions

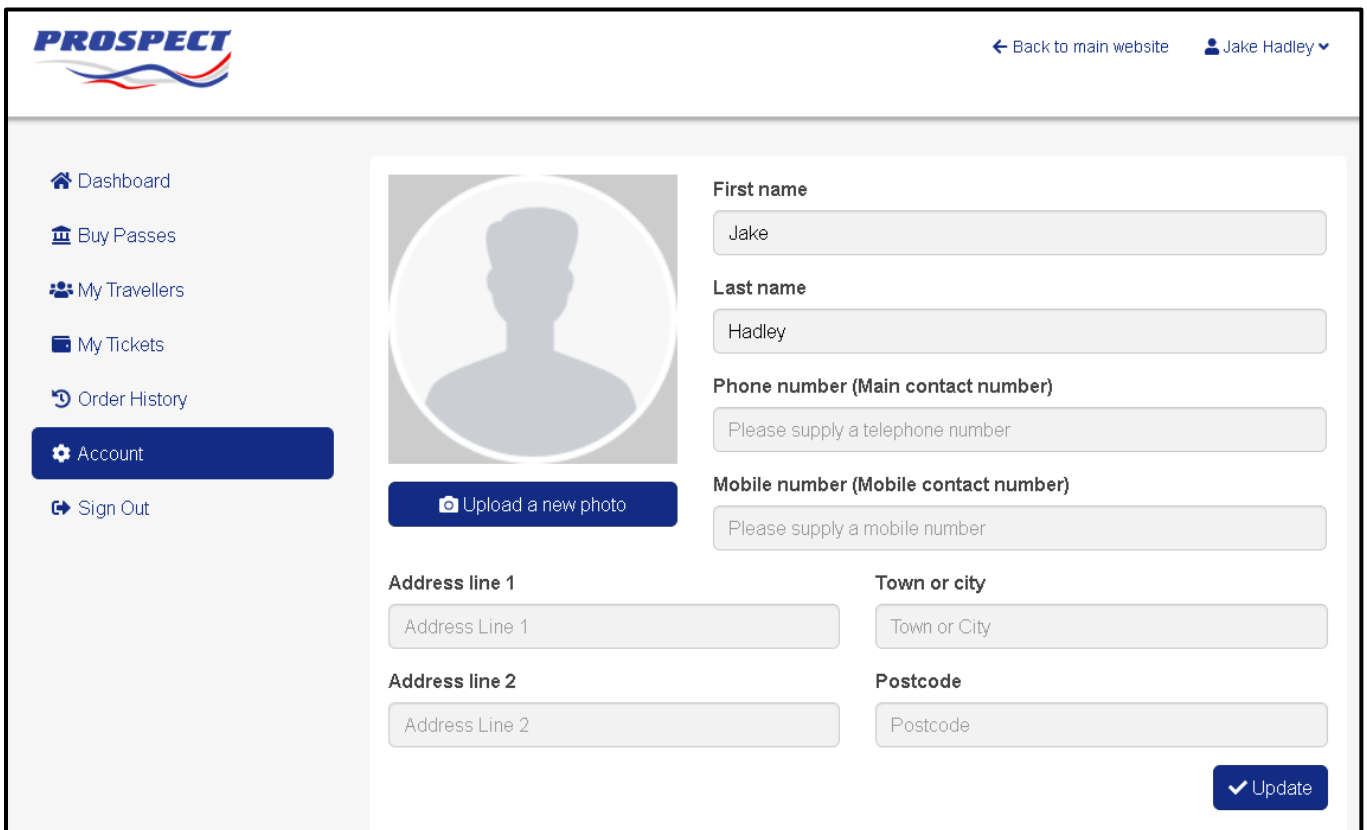
Already have an account? [Log in](#)



If you are a new user, once you are on the 'dashboard' (main screen) of your customer account you will be able to see an option called 'Account' on the left-hand side.



Please click on 'Account' and populate the screen shown below with all your contact details. You will also need to add a photo here. The system expects this to be a photo of you, but it could be a photo of anything—yourself, your pet, the view from where you are sitting or any other image you can easily find. We apologise if this step seems a little unnecessary, it is a quirk of the system unfortunately.





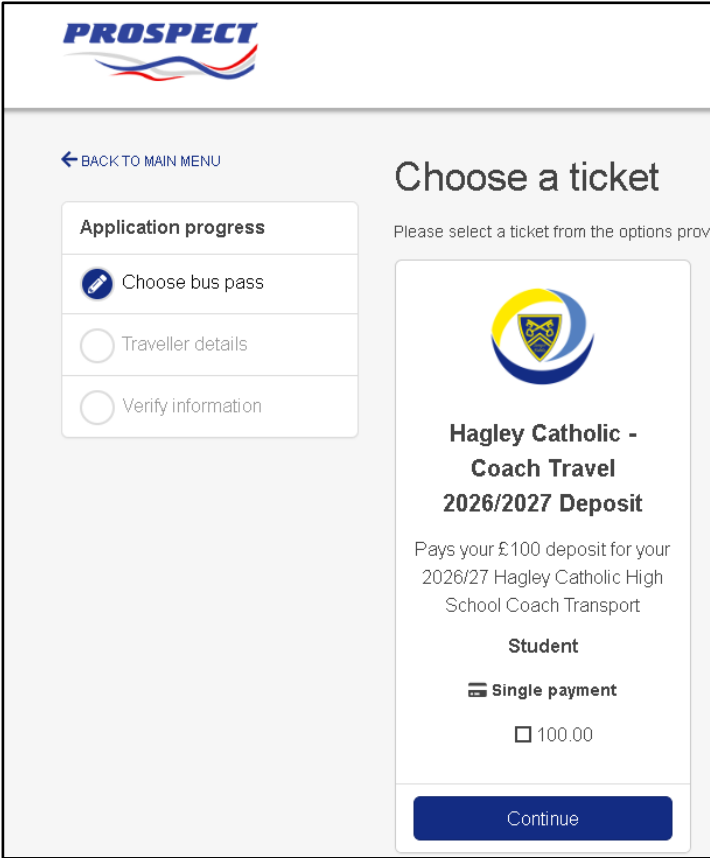
Step 2: view tickets

Once you have logged in to your account, go to the 'Dashboard' page and click the 'Buy Passes' button.



Step 3: Select your ticket

Next, select the deposit ticket you wish to purchase and check the box. Once you have confirmed, click 'Continue' to move to the ticket assignment page.





Step 4: select traveller

On this page you select the person (your child) who is to receive the ticket you have purchased. [If your account was set up with your child as the customer, you can select 'I am the traveller' here.]

To create a new or additional traveller*, follow the on-page instructions and provide full contact details (and a photo of your child). It is very important that the email address you enter for your child here is **not** the same as your own.

*Once the details have been provided for your new traveller, the system will automatically create them an account and email the login information to the specified traveller email address. Please note that on the screen shown below, the child would display as '(unregistered)' if the email address had not yet been verified—this will not stop you continuing with the ticket purchase.

CREATE A NEW TRAVELLER

Please note: Once the details have been provided for your new traveller, we will automatically create an account and email the login information to the specified traveller email address.

First Name	Address line 1
<input type="text"/>	<input type="text"/>
Last Name	Address line 2
<input type="text"/>	<input type="text"/>
Date of birth	Town/City
<input type="text" value="dd/mm/yyyy"/>	<input type="text"/>
Mobile Number	County
<input type="text"/>	<input type="text"/>
Email Address	Postcode
<input type="text"/>	<input type="text"/>

Profile Image

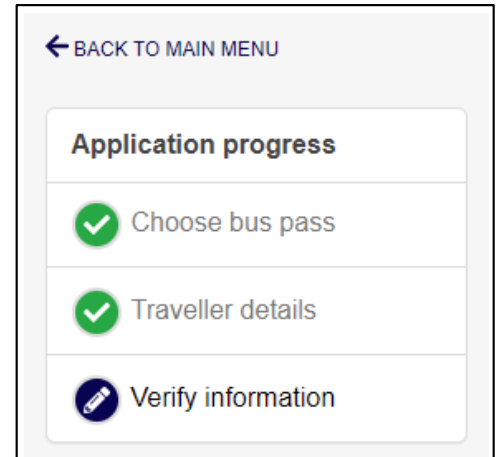
Upload a photo



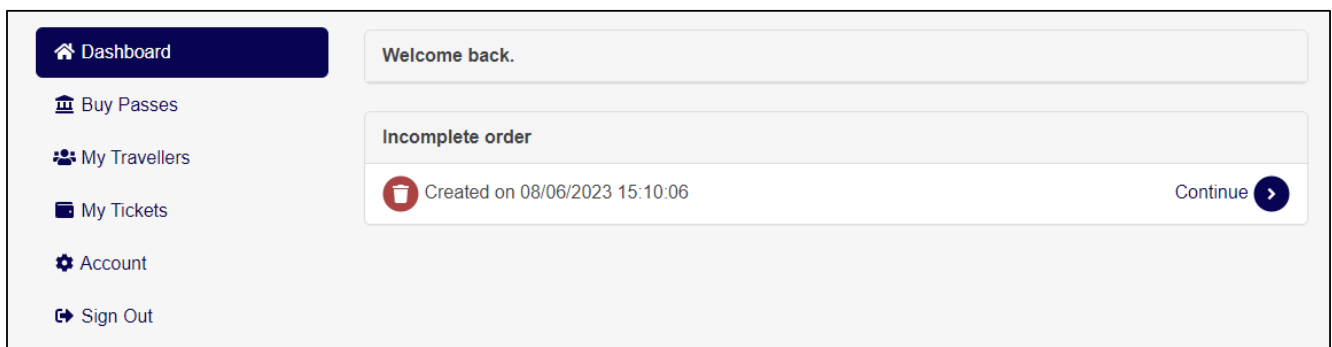
Step 5: verification process

The site will now display the full details of your booking. Please check and confirm that all account, traveller, trip and ticket information is present and correct. If anything is missing or needs updating then click on the relevant section of the menu bar on the left-hand side of the page.

Once you are happy that all details are correct you need to agree to the Conditions of Carriage and hit 'Save and continue'.



At this point, the system may ask you to upload a photo of yourself (if there is not one already stored in the system). The system expects this to be a photo of you, but it could be a photo of anything—yourself, your pet, the view from where you are sitting, or any other image you can easily find. We apologize if this step seems a little unnecessary, it is a quirk of the system unfortunately and must be completed before you can continue. Once you have added a photo, you will need to go back to the dashboard to find your part-complete ticket purchase; please click on it and continue to step 8.



Step 8: review order and make payment

Once you have reviewed your order you can purchase your child's deposit ticket by making the £100 payment. Follow the usual onscreen payment instructions and hit 'pay now'. PLEASE NOTE: it can take up to 60 seconds for our system to be notified by the payment gateway that a payment is complete. The payment may show as 'checking status' during this time – please be patient. You will receive an email once the payment has been completed. Only one payment can be made at a time – if you have more than one child you will need to purchase each ticket separately.