



The Maelor School

Terms and Conditions 2026/2027 of Travel on School Transport

Use of The Maelor School transport and the purchase of any buss pass or ticket constitutes full and unconditional acceptance of these Terms and Conditions. All parents, carers and students must read and accept these conditions before purchasing a pass or travelling.

1. Passenger Rules

1. The Maelor School transport is available only to current Maelor School students.
2. Students must present and scan a valid ShuttleID bus pass / ticket when boarding.
3. All passengers must always comply with The Maelor School Bus Behaviour Policy.
4. Breaches of these Terms or The Maelor School Bus Behaviour Policy may result in disciplinary action and withdrawal of transport rights.
5. Students who are suspended, excluded, or who leave The Maelor School immediately lose the right to use School transport and their pass /ticket will be void.
6. If a student is refused travel or asked to leave a vehicle, they must make their own alternative travel arrangements. If the School arranges transport, the student will be charged the full cost plus a £5 administration fee.
7. Any student who causes damage to a vehicle will be charged the full repair cost, may face disciplinary action, and may lose transport privileges.

2. The Service

1. The Maelor School accepts no responsibility for delays or route changes caused by circumstances outside its control (e.g., accidents, congestion, severe weather).
2. Pat's Coaches may vary routes, pick-up points, or times for operational or safety reasons.
3. Service updates are issued via email and/or SMS. Students must have a valid ShuttleID ticket to receive notifications.
4. In the event of a vehicle breakdown, a replacement vehicle will be provided by the Pat's Coaches. The Maelor School will update all parents / carers whose child is on the affected route via SMS message where possible.

3. Passes and Tickets

1. A valid annual pass or single bus ticket, purchased through ShuttleID, for the current academic year is required for travel. The pass or ticket must be purchased from the Travel and Transport page of The Maelor School Website ([Transport at The Maelor School, Wrexham](#))
2. After purchase, students receive a QR code which must be scanned on boarding. A printed copy is recommended for use in situations where the mobile device is not accessible (e.g. flat battery).
3. For annual passes (Year 7,8,9,10 & 12) paid by direct debit (10 monthly instalments):
 - Payments are taken on the 1st working day of each month from 1 October to 1 July.



- It is not possible to change the charge date.
 - It is the payer's responsibility to ensure funds are available in their bank at the time of processing. Failed payments will result in cancellation of the pass.
4. For annual passes (Year 11 & 13) paid by direct debit (9 monthly instalments)
 - Payments are taken on the 1st working day of each month from 1 September to 1 May.
 5. If you require a bespoke ticket, please contact Ella.Ward@maelorschool.org.uk.
 6. Alternative ticket options such as day passes will become available from 3 September 2027.
 7. Students must present a valid ticket when boarding. Failure to do so may result in refusal of travel.
 8. Students are responsible for the safe keeping of their ticket. Screenshots are permitted if the QR code remains scannable.
 9. Tickets purchased through ShuttleID are unique to individuals. Sharing or misuse will result in disciplinary action and withdrawal of transport rights.
 10. The use of fraudulent tickets will result in disciplinary action and loss of travel rights.
 11. Travelling without a valid ticket and paying later is not permitted. Students unable to purchase or present a ticket must contact Ella.Ward@maelorschool.org.uk in advance of travel.
 12. Ticket checks are carried out. Students travelling without a valid ticket or on the wrong route may face disciplinary action and loss of transport rights.

4. Refunds Policy

1. For annual passes paid in full, pro-rata refunds may be issued only if a student formally withdraws from The Maelor School. Refunds apply only to full remaining terms (Autumn, Spring, Summer) and 1 months' notice must be given.
2. To cancel the annual pass, you will need to fill out the cancellation form on the School Website (Transport at The Maelor School, Wrexham) and send to the Ella Ward, School Business Manager (Ella.Ward@maelorschool.org.uk).
3. For annual passes paid by direct debit, it is the user's responsibility to cancel future payments with their bank in cases where the bus pass is no longer required after sending the completed cancellation form. Any approved refund will be reduced by applicable fees and administration costs. Once the direct debit is cancelled with the bank, the bus pass will be void.
4. There will be no refunds will be issued for days missed due to illness, adverse weather conditions, or other unforeseen circumstances.

5. Non-Payment of Fees

1. If you are having difficulty with paying the bus fees or anticipate that you might, please contact Ella Ward, School Business Manager via email or telephone at Ella.Ward@maerloschool.org.uk as soon as possible. The policy of the Governors is to ensure that all viable steps are taken to recover money due to the School.
2. Any debt recovery action will incur additional charges.



3. If a payment fails, parents / carers will have 7 days to resolve the issue and make payment. During this time, your child will still have access to the bus service. If after 7 days, no payment has been made, the bus pass will be void and your child's access to transport will cease.
4. Any previous arrears **MUST** be cleared prior to application and being accepted to use this service unless there has been prior agreement with the Business Manager.
5. Any debt recovery action will incur additional charges
6. Access to transport may be withdrawn at any time if outstanding arrears are not cleared.
 - Outstanding debts will be monitored regularly, and correspondence will be issued.
 - Reminders to pay will be issued on a weekly basis.
7. If payment for the balance in fees is not forthcoming, the school will instruct a debt collection agency to collect the fees. The school has engaged the service of Daniels Silverman Limited, additional charges to recover any debts will be added for this purpose and a three-step process of recovery will be followed:
 - A letter will be sent after the Governing Body/School have taken the decision to pursue any outstanding debt.
 - If this is not responded to within 10 days a Court Action will be issued.
 - If the debt is still not paid, then the solicitors will move to Judgement and Execution, and the debt will be repaid by this means.

8. General Rules and Behaviour Policy

To ensure safety and a positive travel environment, all passengers must follow these rules:

- i. Smoking, vaping, or use of naked flames is prohibited.
- ii. Any student found to be smoking or vaping will face the School disciplinary system and may lose their right to use School transport.
- iii. Bullying or harassment will not be tolerated; students may be removed from transport pending investigation.
- iv. Alcohol and controlled substances must not be carried or consumed.
- v. Knives, sharp objects, firearms, or ammunition are strictly prohibited
- vi. Wilful damage or interference to the vehicle or with safety equipment is forbidden and will result in disciplinary action including the loss of travel rights and possible charges for any costs incurred.
- vii. Students must remain seated and wear seatbelts where provided.
- viii. Arrive at the bus stop at least 10 minutes before departure time stated on our website.
- ix. Keep the vehicle clean and take all litter with you.
- x. Do not distract the driver while the vehicle is moving.
- xi. Music must only be played through personal headphones.
- xii. All pupils must treat the bus driver with respect. Any reported issues from Pat's Coaches will be investigated and if found to be true will face disciplinary action and possible loss of rights to the bus.
- xiii. The use of aerosols of any kind is strictly prohibited. This includes (but is not limited to) deodorant sprays, body sprays, perfume / aftershave



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Please be aware that when securing a transport place for your child(ren) that you will “agree” as having read and understood the terms and conditions of this letter including the School Bus Behaviour Policy document.