



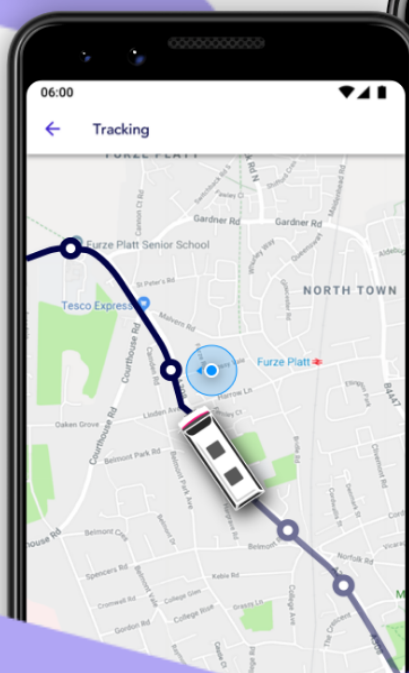
## School transport, the smart way



ZEELO

3min ago

Your zeelo is on its way!  
Meet at pickup location at 06:35.



DATE TIME  
22/12 06:35

PICKUP 06:35 → DROP-OFF 07:17

LEAD PASSENGER  
HELEN BRADFORD

PASSENGER TICKET  
STUDENT 1/1

JOURNEY BOOKING  
OUTBOUND #999999999



Please be ready to show this ticket to the driver  
Please arrive 5-10 minutes before departure

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## Home to School Bus Services

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## Zeelo – Who we are

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Zeelo is the smart bus platform for schools. We are experts in providing safe, flexible, fully-managed home-to-school transport services to schools across the UK.

We work with schools to plan routes, using anonymous postcode data to ensure the routes are efficient and suit the students and parents. Each school has a dedicated account manager to continue to assess the routes and optimise where appropriate. Each stop is carefully assessed to ensure safety when boarding and disembarking, and all our drivers are enhanced DBS checked and from trusted bus operators that are fully vetted and trained by Zeelo staff.

Our services are built on safeguarding and technology including; online booking on our website or app, 24/7 live customer support, live vehicle tracking, and service status notifications.

Having a Zeelo service helps to reduce parking and pollution around your child's school - in 2020, we saved our clients nearly 6,000 tonnes in CO2 emissions and are fully carbon neutral as an organisation, meaning we offset all our emissions by planting trees.

Got a question? Our friendly customer support team are available 24/7 on [our website](#) live chat or by the details below.

✉ [contact@zeelo.co](mailto:contact@zeelo.co)

# How to book your child's travel

## Visit Zeelo website or download our app

Visit [zeelo.co](https://zeelo.co) or download our app and search for your School/College.

## Get ready to book!

Choose your pick-up stop (or use our Stop Finder widget to find your nearest stop) and then select your purchase option. You can choose from an unlimited term pass, a variety of flexible ride bundles, singles, or returns.

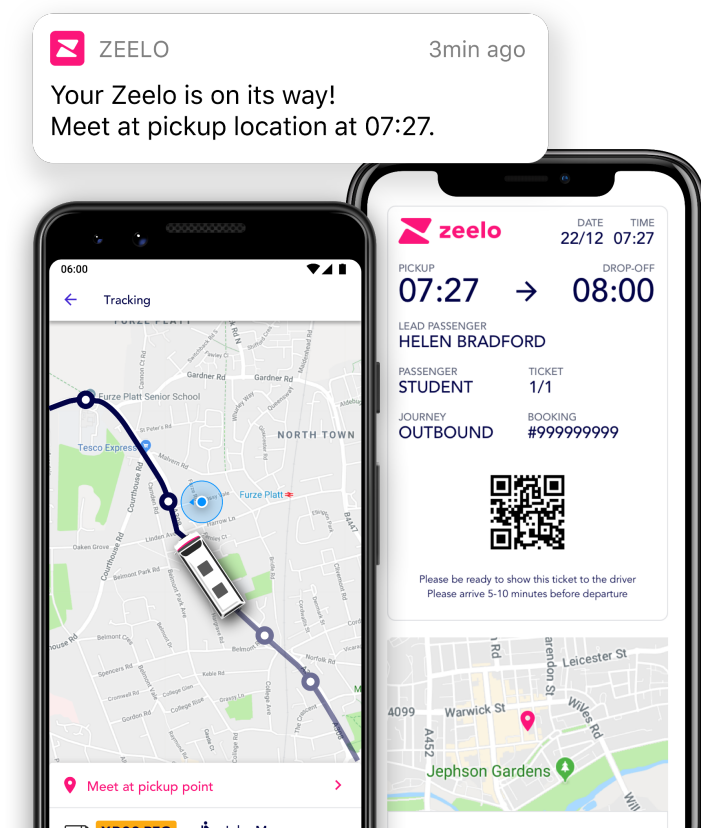
## Create your Zeelo account

Once confirmed, follow the steps to create your Zeelo account. This should be in your name and email. You will be able to add your child's details in your account after.

## Hop on board

That's it! You'll receive an email with your tickets (in PDF format) or you can find them anytime in your account online or in the app. You'll also get an SMS on the day with a link to track your child's vehicle.

***Please see the below detailed FAQ section for more information.***



# FAQs

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## How do I book my child's seat on their school's service?

Visit [zeelo.co](https://zeelo.co) or download our app to start, then follow the steps in the [video here](#) to watch the video.

## Whose details should be on the Zeelo booking?

Please create your Zeelo account in your name with your email address and phone number. You will then be able to add your child's details as the rider after purchasing your travel pass.

## How do I add my child as a rider?

You are automatically prompted to do this when initially purchasing your new travel pass. Alternatively, you can:

- Go to 'My Rides'
- Select your previously purchased travel pass
- In the pass settings you will be able to change 'Rider 1', 'Rider 2' to your child's name

[Follow here](#) to watch the video

## Should my child present their ticket?

You should receive a PDF ticket in your email inbox, this is also accessible from your account online or in the app. You can send this PDF QR code to your child, or log into your Zeelo account on your child's phone, as well as your own, where the ticket can be accessed. If you forget, the driver does have a passenger manifest on their phone as a back-up, and can board your child by taking their name. Please encourage your child to have their QR code ticket ready before boarding the bus.

Please ask your child to ensure that they scan the QR code as they board the vehicle in the AM.

In the PM, your child will need to scan the QR code as they board the vehicle and also, very importantly, as they disembark at their stop. The system will be able to notify the account holder which stop the child has left the vehicle. This is important safeguarding information.

If your child does not scan off as they leave the vehicle in the afternoon, the account holder will be notified.

### **What if my child does not have the Zeelo app?**

You can take a screenshot or photo of the QR code on your mobile and send this to your child before they board the service! Screenshots are accepted!

### **What if my child does not have access to a mobile phone?**

You can also print out the QR code at home and your child can present this when boarding the service!

### **What if we don't have access to a printer?**

We recommend finding a printing service via a local library or through online sources where you can print - and maybe laminate to maintain quality - your QR code, and give this to your child to present when they board the service!

*Please note that if you have a term pass, then your QR code will remain the same all term! If you have a ride bundle, your QR code changes for each ride.*

*It is very important for all boarding passes to be scanned as students board a service. This tells us how many people are on each journey, and we use this data to monitor and optimise our services, and for safeguarding purposes. Please ensure your child has access to their boarding pass where possible!*

### **I don't understand the different purchase options! Can you explain which one is best for me?**

- Term passes provide unlimited travel throughout the whole term - these are great if you plan to use the transport service every morning and evening!
- Bundle passes are ideal for more flexibility - you can pick and choose when you want to travel, and only pay for the rides you use
- Single and Return tickets are great for one-off transport needs
- If you wish to travel every morning please purchase the one way travel pass, but may sometimes require the late bus. You can then choose a bundle option to pick and choose your afternoon journeys.

*Please note that places are limited and passes may sell out.*

*Bundles are subject to availability on the day you wish to travel, they do not guarantee a seat on the bus everyday.*

### For how long is my Zeelo travel pass valid?

This is dependent on the type of pass:

- All termly passes will expire at the end of the relevant term period
- Annual tickets will continue to be valid throughout the academic year.
- Multi-ride bundle passes (e.g. 30 rides) are valid for the entire school year. Outstanding credits cannot be carried over to the new school year and will expire at the end of the Summer Term

### How do I choose my departures?

- Single/Return tickets will require you to book a specific day and time, you do not need to do anything else
- Annual/Term passes will automatically book a seat on your service in the morning and afternoon throughout the entire term, you do not need to do anything else
- Multi-ride bundle passes (e.g 30 rides) **will** require you to book your specific seat on a service. To do this, log into your account and visit '[My rides](#)'. From there, you can select specific departure times within your travel pass
- Rides are made available to book each half term on the website/app

### What kind of vehicle should we look out for?

- Vehicles will have a sign at the front displaying our logo
- The mobile registered to the account will receive an app notification or text message 45 min prior to departure with the vehicle description, registration number, and a live link to track the vehicle

### How can I add someone else to the account for tracking/informational updates?

- You can allow extra parents/guardians, friends, and family to follow your account so they are also updated on the progress of rides you take with Zeelo
- Please check out our help article about our 'Follow My Ride' feature [here](#)

### How can I suggest a new stop?

- Please visit the booking page and navigate to the booking box
- Select 'Suggest a new stop'
- Enter the details required to submit your request
- Zeelo will be in touch!

### The bus is late. What is going to happen?

- In the unlikely event your child's bus is running late, we will notify you as soon as there is a delay
- You will receive email and SMS notifications with journey updates, as well as being able to use the live tracking
- If the bus is significantly delayed, we may use trusted local taxi companies to ensure your child gets to school

### Can I change my child's pickup stop?

Yes definitely! To do this, please contact our customer support team who will be able to change the origin stop on the pass associated with your account. Alternatively, if it is a one-off change (such as staying over with a friend), we can move your pickup stop on any individual booking.

✉ [contact@zeelo.co](mailto:contact@zeelo.co)

💻 [Website Chat](#)

**My child is sick/our plans have changed. What do I need to do?**

If your child cannot make the journey on a particular day, you can cancel their ride in your Zeelo account. This will free up the seat on the bus, and also means the driver won't be expecting your child.

To do this:

1. Log into your account and visit '[My Rides](#)' via the app or website
2. Select your travel pass
3. From there you will be able to edit or cancel any upcoming journey

Read more on how to cancel your booking [here](#)

**Who can I speak to for any urgent/non-urgent assistance?**

- If you need any assistance while a service is 'live', for example, a child has failed to alight the bus at the correct stop, Zeelo are proud to be available to help you.
- For all real time support, please head to our [website live chat](#) which will appear in the bottom right hand corner of the webpage and someone will be on hand to help you within a few minutes.
- For any non-urgent enquiries, please email Zeelo at [contact@zeelo.co](mailto:contact@zeelo.co) and one of the team will get back to you!



## Got a question?

Our team are available to help on our website  
live chat or on the details below

[contact@zeelo.co](mailto:contact@zeelo.co)

[www.zeelo.co](http://www.zeelo.co)



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