


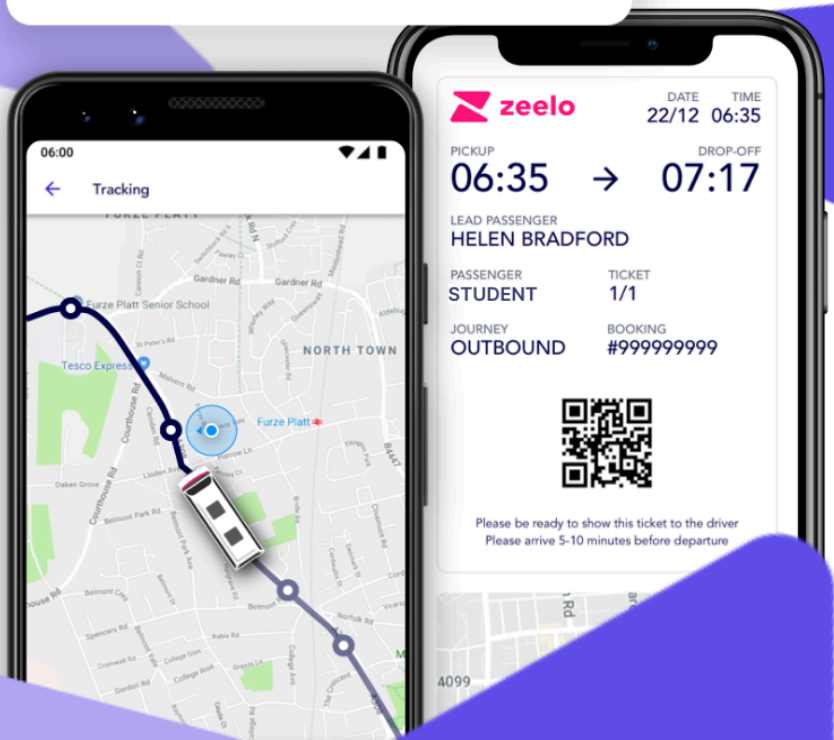


School transport, the smart way



 ZEELO 3min ago

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



Home to School Bus Services

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Zeelo – Who we are

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

We work with organisations to plan routes, using anonymous postcode data to ensure the routes are efficient and suit the students and parents. Each client 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 and live vehicle tracking.

Having a Zeelo service helps to reduce parking and pollution around your child's school - in 2023, we saved our clients nearly 4,000 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

How to book your travel

Visit Zeelo website or download our app

Visit 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 annual pass.

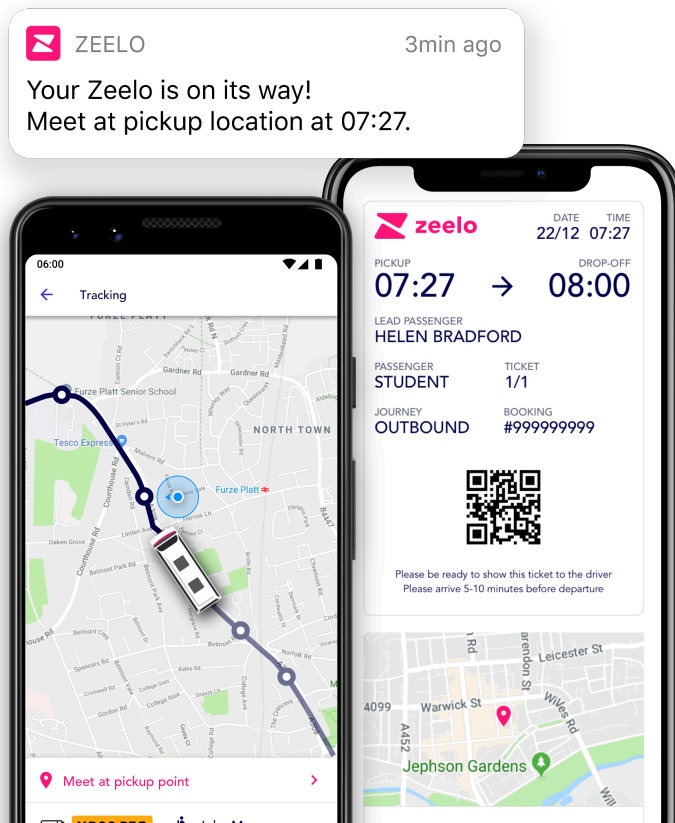
Create your Zeelo account

Once confirmed, follow the steps to create your Zeelo account. This should be in the passenger's name and email. You will later be able to add parents/guardians details to get live updates.

Hop on board

That's it! You'll receive an email with your ticket (in PDF format) or you can find them anytime in your account online or in the app. You will need to scan your pass every time you board the vehicle.

Please see the below detailed FAQ section for more information.



FAQs

How do I book my seat?

There's no need for you to book onto individual trips, just hop on board with your QR code!

Whose details should be on the Zeelo booking?

Please create your Zeelo account in the passenger's name with your email address and phone number. You will then be able to add parents'/guardians' child's details after redeeming your travel pass.

Should I present my ticket?

You should receive a PDF ticket in your email inbox, this is also accessible from your account online or in the app. You will need this QR code to board the bus. Please ensure you have accessibility to this ahead of boarding the bus.

What if I don't have access to a mobile phone or my phone runs out of battery?

You can also print out the QR code and scan this as you board. If you do not have either, you must show the driver your college ID card.

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 laminate to maintain quality - your QR code, and give this to your child to present when they board the service!

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.

For how long is my Zeelo travel pass valid?

All passes for the Education Partnership North East bus service are active for the Academic Year, hence will expire in June 2025.

How do I choose my departures?

The service is 'Scan to Board' so, you will not need to book onto specific journeys. Just scan your pass when you board. This will give Zeelo a live list of passengers on board, in the event of any delays we will share this list with the relevant college.

What kind of vehicle should we look out for?

- Vehicles will have a sign at the front displaying our logo
- Within the tracking feature vehicle registration details will be displayed.

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

- You can allow parents/guardians 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](#)

The bus is late. What is going to happen?

- In the unlikely event your bus is running late, you will be able to see the status of the vehicle using the tracking available in the Zeelo app.
- If the bus is significantly delayed, we may use trusted local taxi companies or another coach operator to ensure you can get to college.
- If the service is regularly late, we will review the timetable and make necessary changes to reduce the chance of delay to the service.

How do I track the service?

- Tracking is available via the in-app timetable.
- Head to the Zeelo app and search for your college
- Once on the bespoke page, click on 'See stops & timetable'
- Select your pick-up and drop-off stops
- See the 'next departures' or use the drop-down to select a specific travel time.
- Each journey time will either show 'track vehicle' or 'tracking not available'.
Drivers are required to log-in and begin tracking 30 minutes before the start of the journey.
- Click 'track vehicle' to see where the vehicle is!

Can I change my 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.

 contact@zeelo.co

 [Website Chat](#)

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

- If you need any assistance while a service is 'live', 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 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

www.zeelo.co



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