

ICS LONDON HOME TO SCHOOL BUS SERVICE T&CS 2025/2026: TERMS AND CONDITIONS

By placing a booking with the ICS London Home to School Bus Service the customer acknowledges that they have read, understood, and accept the Terms and Conditions as detailed below:

Bookings

- Parents/guardians must register/re-register pupils each year for the bus service. Booking windows and registration periods will be communicated throughout the year. Please complete your booking on the Zeelo website or app.
- Travel passes may be listed at £0, however the school will add a charge for use of the travel service to your termly invoice.
- Parents/guardians accept that bookings are for the entire school year.
- Bus fees are per term only.
- Journeys booked but not taken are non-refundable.
- Any journey cancelled, ad hoc, via the App, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below.
- The School offers bus service bookings on a first come first served basis. Although the School will do its utmost to accommodate all requests for use of the service, the School has no obligation to increase capacity on any route.

Use of the service

- Pupils must ensure they travel on the route for which they are registered only
- Parents/guardians are asked to remind their children that when traveling on the school buses they remain bound by the School's Behavior Policy.
- Parents/guardians are asked to remind their children that they must abide by the School's bus travel Code of Conduct (below).

Changes to use of the service

- Any changes to a pupil's use of the School Bus Service (for example: frequency, route, home pick-up stop) must be made via the Zeelo App.
- The School reserves the right to make route alterations after publication but will provide notice of any such action.

Cancellation policy: withdrawal from the service:

- Parents/guardians wishing to withdraw their children from the service entirely must provide a full term's notice, by email to payments@icslondon.co.uk and Zeelo via [this form](#) or forfeit the full term's charges in lieu.

Code of Conduct

AT ALL TIMES

- 1.1 Please follow the driver's instructions.
- 1.2 Do not distract the driver (this includes talking to the driver whilst the vehicle is in motion).
- 1.3 Keep the aisle clear.
- 1.4 Do not block any of the exits including emergency exits.
- 1.5 Do not damage the vehicle.
- 1.6 Do not consume food (including chewing gum) or drink whilst in the vehicle.

WHEN BOARDING THE VEHICLE

- 2.1 If provided, scan your QR Code when on boarding or give your name to the Driver so that they can manually board you on the Zeelo App.
- 2.2 Do not push other passengers.
- 2.3 Take your seat quickly.
- 2.4 Fasten your seatbelt as soon as you have sat down.
- 2.5 All coats, bags and other luggage must be stored either in the overhead storage, under your seat, or if it does not fit under your seat, in the luggage compartment of the vehicle.
- 2.6 If you are using overhead storage, please do so quickly so that you are not blocking the aisle.

ONCE THE JOURNEY HAS STARTED

- 3.1 Seatbelts must be worn at all times.
- 3.2 Do not damage the vehicle in any way.
- 3.3 Remain in your seat whilst the vehicle is in motion.
- 3.4 Do not put your feet on any part of the seat.

3.5 Do not turn in your seat or kneel on the seat.

3.6 Be aware of noise levels. Do not shout and keep conversation volume down. Be aware that the noise from headphones can be heard by other passengers, so keep the volume down.

3.7 The use of speakers, from mobile phones, music devices or any other device, is not permitted.

3.8 Do not throw any object

AT THE END OF THE JOURNEY

4.1 Ensure that you take all your belongings with you and take away all litter.

4.2 Scan your QR code when alighting the bus at all times or give your name to the Driver so that they can manually disembark you on the Zeelo App.

4.3 Remain in your seat with your seatbelt on until the vehicle has stopped.

4.4 Alight the vehicle swiftly and safely.