

Frequently Asked Questions – Buses

1. My bus pass has been lost/stolen/damaged – what do I do?

*If you are entitled to a free bus pass, please send a letter stating the student's name, address, date of birth and which school they attend, enclosing a cheque for £5.00(made payable to Gloucestershire County Council) to: Integrated Transport Unit, Environment Department, Shire Hall, Gloucestershire, GL1 2TH
or*

If you pay for your pass, please contact the following numbers for the route your son/daughter travels on:

Bennetts 01452 527809

Jackies (School Admissions Team) 01452 425407

Colefordian (Willetts) Ltd 01452 810080

Eagle Line 01242 820535

Gloucester Limos (School Admissions Team) 01452 425407

Stagecoach 01453 755563

It may be possible for a letter to be provided by the school bus coordinator to allow your son/daughter to travel whilst a new bus pass is obtained.

2. What should I do if I change address?

*If your son/daughter is entitled to a free bus pass, please contact the School Admissions Team at Shire Hall **before** you change address*

or

If you pay for your pass, please contact the appropriate number above for the route your son/daughter travels on.

3. Is my son/daughter entitled to a free bus pass?

- Those Students Who Are Entitled to a Free Bus Pass

Years 7 to 11 – Roman Catholic* students living three miles or more from St Peters and within a ten-mile radius of Gloucester Cross or living within some areas of the Stroud District. The three miles is measured by the shortest possible pedestrian route. Families who are in receipt of the maximum working tax credit and/or free school meals will be eligible for free transport if they live between 2 miles from school and 15 miles from the Cross.

Application forms can be obtained from the School Admissions Team on 01452 425407

- Those Students Not Entitled to a Free Bus Pass

Years 7 to 11** – Roman Catholic students who live less than 3 miles or outside of a 10 mile radius of Gloucester Cross.

Years 7 to 11** - Non Roman Catholic students.

Sixth Form Students – There is no provision for free passes for any Sixth Form students. All Sixth Form students are required to pay a contribution towards their bus pass (£330 for 2007). This can be paid in three installments: Term 1 £145.00, Term 2 £135.00 and Term 3 £135.00 or by 10 installments by standing order.

The necessary application forms can be obtained from the Access to Education Team of the Children and Young People's Directorate on 01452 425390

* Supporting evidence (eg. baptism certificate or letter from the parish priest) may be required.

**Non entitled students are able to make use of the buses which serve the school, where there is capacity. Travel passes must be negotiated between the parent and the appropriate company.

- 3. My son/daughter is due to start at St. Peter's, what bus services are available and what is the cost?**

Please click here ([link to timetable](#)) to view the current bus timetable. For details on cost please contact the bus company direct or Vanessa Snell on 01452 509208 for travel with Colefordian (Willetts) Ltd.

4. Does my son/daughter have to pay the full cost even if they don't travel every day?

This will depend on the individual bus companies. Please contact them direct using the telephone numbers above in Question 1.

5. What should I do if I wish to make a complaint or raise a concern about the bus service?

Please contact Vanessa Snell, School Bus Coordinator, on 01452 509208.

6. Will the school buses still run in bad weather?

If the weather is too bad and school closure is notified in the morning the buses will not run. If students are already at school and a decision is made to send them home early due to bad weather, the bus companies will be notified by the school and asked to pick up early.

Please listen to your local radio station in the morning for information about closure of the school:

*BBC Radio Gloucester 104.7FM (Gloucestershire)
95.0FM (Stroud)
95.8 FM (Cirencester)*

*Severn Sound 102.4FM (Gloucester)
103.0FM (Stroud)*

Star Radio 107.5FM (Cheltenham/Tewkesbury/Gloucester)

7. Can my son/daughter travel on one bus to school and a different bus home?

As with question 4 this will depend on the individual bus companies and whether space is available. Please contact the bus companies direct using the telephone numbers above in Question 1.

8. Can my son/daughter still travel if their bus pass is damaged?

If your son or daughter's pass is damaged and the bus driver is unable to easily read their name and/or route number, the driver has every right to remove your child's pass and refuse travel. You will need to apply for a replacement pass and a £5.00 charge is made. Your child should see Mrs Snell, School Bus Coordinator, immediately and she can arrange for a letter to be provided allowing travel (for a maximum of 10 days), whilst a replacement pass is applied for.