



Terms & Conditions of School Services 2026-2027

Section 1 – Pass Purchase & Refunds.

- 1.1 A seat shall be deemed confirmed only upon receipt of full payment through the SHUTTLEID platform. Such payment may be affected either by way of a single lump-sum transaction or through the successful conclusion of a Direct Debit agreement.
- 1.2 In the event a student does not use a Service, whether out of choice or restrictions imposed (E.g. COVID-19, NHS Test and Trace or the Schools), we **will not** offer any refund
- 1.3 Customers must not purchase a pass unless the student has a confirmed place at the desired school. If the pass is purchased and subsequently not required because the student did not gain a place, **no refund** will be provided.
- 1.4 In circumstances where there is any reasonable possibility that a bus pass will not be required—such as, but not limited to, a change of residence, a change of school, or any other material change in circumstances—the Customer is strongly advised **not** to proceed with the purchase. For the avoidance of doubt, **no refunds shall be issued under any circumstances** once a pass has been purchased. The Customer acknowledges that unnecessary purchases may result in the forfeiture of the entire cost of the annual pass and may also restrict availability for other eligible students
- 1.5 All passes are sold on a **first come first served basis**. We do not 'hold' or reserve seats so do not request this
- 1.6 Ridleys Coaches reserves the right to refuse purchase



Section 2 – Terms of Behaviour

- 2.1 All riders should be that their designated stops **5 minutes prior** to the departure time. If you wish to amend which stop you use, please contact Enquiries@ridleyscoaches.co.uk and we will assist you with this.
- 2.2 All students must have a valid bus pass and be ready to show this to the driver prior to boarding.
- 2.3 The travelling student must be named on the pass. Any customer found to be sharing, swapping, or trading their pass will have the pass revoked
- 2.4 Students **must** stay seated and use the seatbelts provided throughout the journey. This is required by law; we **will not** accept any liability for injuries that occur due to non-use
- 2.5 Each of our services are separate – Your pass will **only be valid** for the service that has been purchased; we do not accommodate cross service passes
- 2.6 Passengers must always be polite and courteous to the driver and other passengers.
- 2.7 All luggage carried whilst using the Services, should adhere to safety guidance; be stowed correctly and **not** prevent seats being used
- 2.8 **No** litter should be left behind.
- 2.9 **CCTV** is in operation during our services and can be used as evidence for any unacceptable behaviour or damage(s) caused. Any damage caused by passengers can and will be billed to the account holder. In cases of consistent or extensive damage this could result in pass suspension or revocation.
- 2.9.1 Bullying of any kind will not be tolerated as stated above **CCTV** can be viewed along with notifying the relevant schools and parents/guardians. Passes can be suspended or revoked upon conclusion of these investigations.
- Please do not request to see any footage as we are unable to share this due to GDPR restrictions.**



Section 3 – Service

- 3.1 Whilst we take great effort to minimise delays, we will hold no liability for any delays that may occur due to circumstances that are beyond our control. Although we provide a timetable guide for the return service, please note that this is indicative **only** and may be influenced by external factors.
- 3.2 You are purchasing a closed-door home to school service only & any additional features that you may have access to are complimentary.
- 3.3 Ridleys Coaches maintain their vehicles in accordance with DVSA requirements. While every effort is made to ensure vehicles are efficient and reliable, should a breakdown occur, Ridleys will seek to replace the vehicle as quickly as possible.
No journey shall be refunded in the event of a breakdown.
- 3.4 We reserve the right to transfer students from one service to another with sufficient notice.
- 3.5 We reserve the right to transfer students from one designated stop to another within the purchased route, within reason and sufficient notice.
- 3.6 In the event of adverse weather conditions, if a decision is made, on safety grounds, to **cancel** our services. Our decision is final, and no refunds will be issued on this basis. We will inform our passengers via SHUTTLEID and social media.
- 3.7 The routes will run in accordance with the academic calendar of the Stratford/Alcester Grammar schools. (E.g. AGS, SGGs, KES). In the event where inset days dictate that it is more environmentally responsible to operate an amended timetable, Ridleys Coaches reserves the right to adjust services accordingly. Notice of any changes will be communicated via SHUTTLEID and account emails. No refunds will be issued because of these adjustments.



Section 4 – Lost Property

4.1 No liability will be held for lost property.

4.2 In the event a student has left an item on the Service, they should contact us via email Enquiries@ridleyscoaches.co.uk anytime or by phone 01926430130 **between the hours of 15:00 until 17:00. (Monday to Friday)**

4.3 If an item is found it will be logged and kept for 60 days. If it is not claimed within this timeframe, it will be disposed of or returned to the appropriate school at the end of term.

4.4 All lost property to be collected from our office on Stratford Road, Warwick by appointment only between 10:00 and 14:00 (Monday to Friday.)



- 5.1 This offer is for an annual student bus pass for **one** of our commercial - home to school services.
- 5.2 After initial payment on the date of application, subsequent payments will be taken in equal monthly instalments on the 1st according to the agreement particulars via GoCardless.2
- 5.3 The total cost for the pass **must** have been received by Ridleys Coaches by the end of August 2026 for your pass to remain valid.
- 5.4 Two instances of failed Direct Debit payment will result in plan cancellation and all payments that have been made will be non-refundable. You will however be offered the choice via Email to pay the remainder of your plan in its entirety within 7 days to retain the pass.
- 5.5 Should you wish to cancel part way through the agreement please call our office on **01926430130** so the payments can be stopped immediately. Payments already made are **non-refundable**.
- 5.6 All Monies spent **will be non-refundable** – Please do not make a purchase if you are unsure of the school your child will be attending.
- 5.7 Payment plans can be changed to an alternative service if there is availability, please Email any requests to Enquiries@ridleyscoaches.co.uk.



The table below show the amount in GBP that will be taken straight away on sign up, the subsequent payments on the 1st of each month and the date that the plan must be set up by to enable that number of payments. **Total cost amount: £1,425.00**

| Duration | First Payment (Taken immediately) (£) | Date plan must be set up by | Subsequent payment per month (£) |
|-------------------------------|---|--------------------------------|-------------------------------------|
| 8 Months Plus Initial Payment | 185.00 | 20 th December 25 | 155.00 |
| 7 Months Plus Initial Payment | 200.00 | 20 th January 26 | 175.00 |
| 6 Months Plus Initial Payment | 225.00 | 20 th February 26 | 200.00 |
| 5 Months Plus Initial Payment | 225.00 | 20 th March 26 | 240.00 |
| 4 Months Plus Initial Payment | 305.00 | 20 th April 26 | 280.00 |
| 3 Months Plus Initial Payment | 375.00 | 20 th May 26 | 350.00 |
| 2 Months Plus Initial Payment | 425.00 | 20 th June 26 | 500.00 |
| 1 Months Plus Initial Payment | 725.00 | 20 th July 26 | 700.00 |

Ridleys Coaches LTD

C.O: 07375380

Old Bartons,

High Street,

Shutford, OX15 6PQ

