



HENLEY BANK HIGH SCHOOL

Henley Bank High School Bus Service

Thursday 7th May 2020

Dear Parents and Carers,

I am writing to update you following our previous communications in response to the cancellation, by Stagecoach, of the service transporting students to and from school.

A service will now be provided by John Dix Travel and registration to use the service is now open. I have enclosed the correspondence received from the provider herein. Please note that, as with the previous Stagecoach service, Henley Bank High School is not the provider or operator of this service and as such all questions, queries and concerns must be directed to their team who are on hand to support you.

We have been advised by the operator, that at this stage, there are no plans to operate this service before September.

All contact details for John Dix Travel have been included for you in this letter.

Kind regards,

Mr B. Nash

Good Afternoon,

I hope you are all well. Further to earlier correspondence, we are now able to open subscription on our Henley Bank service, which will commence September 2020. Given the current situation, there are no plans to start this earlier at this stage.

As I have mentioned in my previous emails, we work differently to Stagecoach in that parents subscribe to the service for the full academic year. There is no option for part usage or early termination, you are entering into a ten-month agreement for home to school transport which is legally binding. We do not allow members of the public to travel, it is a private service exclusively for school children, and we don't accept cash onboard the vehicles. The cost of the service is £560 per academic year, payable in 10 monthly instalments, plus a £50 non-refundable deposit. The deposit is due at the time of registration, and the instalments will commence at the end of August and will finish at the end of May. The service will run for the duration of the academic year from September to July.

We have conducted test runs and researched this fully, but given the current situation we may need to revise the timings slightly, but it will be a couple of minutes here and there. The stops have been chosen using the information submitted by parents so hopefully there is a stop close to most people. I am hoping over the coming months to upload maps and photos of each stop to our website, but this will take some time.



Subscription is on a first come, first served basis, and is open now. To subscribe, please follow the steps below:

1. Go to www.johndixtravel.co.uk
2. Select 'School Routes'
3. Select 'Henley Bank High School'
4. Click on the green button showing available places
5. Complete the form that is generated (you may need to scroll down to view it)
6. You will be required to agree to our terms and conditions by ticking the appropriate boxes. Please read them carefully.
7. You will need to submit your bank details for payments that are processed via Go Cardless.
8. A confirmation email will follow.

We will keep in touch as we approach the start of the 2020-21 term. Bus passes are distributed on the first day of term, in the afternoon when children board the vehicle. In the morning children will board and be checked off on a register. The first pass issued is free, replacement passes are charged at £5 per pass. Passes are required to travel, there is 2 days grace after which a new pass must be purchased or children may not be able to travel.

It is very important that you supply mobile numbers for yourselves and if possible your children. We operate a text notification system where we communicate any delays due to bad weather, traffic, accidents, breakdowns etc. We will send messages out to both parents/carers and pupils so you are all aware of what is happening. It is rare for there to be significant delays, but when something does happen we like to communicate it quickly. Unless we tell you otherwise, children should continue to wait for the bus.

It would also help if you could follow us on social media, as this is a quick and easy way for us to communicate with large numbers of parents/carers. Our Facebook profile is @JohnDixTravel and our twitter handle is @JohnDixTravel

If you have any questions, please email schools@johndixtravel.co.uk and we will do our best to help.

Kind Regards,

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