Medway Council
Serving You

MY SCHOOL BUS SERVICE – TERMS AND CONDITIONS
Updated March 2026

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1. The MY School Bus Service

1.1 The MY school bus service is provided by Medway Council for the benefit of students attending secondary schools in Medway. The service is commissioned by the Council and operated by an external bus service operator. As at January 2023 the service comprises the following nine routes:

ROUTE	DESTINATION
MY1	Lordswood – Holcombe Grammar School - Greenacre Academy – Walderslade Girls School – Holcombe Grammar School -Victory Academy
MY2	Gillingham – Twydall- Rainham Mark Grammar School
MY3	Gillingham- Twydall- Rainham School for Girls/The Howard School.
MY4	Wigmore - Rainham Mark Grammar School
MY5	Parkwood - Rainham Mark Grammar School
MY6	Isle of Grain – Holcombe Grammar School
MY7	Hempstead - Hempstead Valley - Wigmore - Rainham Mark Grammar School - Twydall - Chatham Grammar School for Girls
MY8	Isle of Grain - Strood Academy
MY9	Isle of Grain – Holcombe Grammar School

1.2 Each MY route consists of one morning home-to-school operation, one afternoon school-to-home operation. Medway Council cannot guarantee to meet exact start and end times if a school/academy changes its school day times at short notice. We will endeavour to meet the school's requirements where possible, and resources are available.

1.3 Further details of the specific MY school bus stops along each of the MY routes can be found on the Council's website.

Visit the Medway Council website to view the MY routes.

1.4 As at January 2026 MY school bus service is operated by ASD Coaches. Each route is carried out utilising a single double-decker bus with white and blue livery. All buses are fitted with seat belts and CCTV.

1.5 The Council reserves the right to amend any of the service provision elements outlined herein, including but not limited to the operator / provider of this service (clause 1.3) and the frequency and amount of routes operated (clauses 1.1 and 1.2).

1.6 Prior to the use of this service all parents / guardians should read through these terms and conditions with their child and ensure that the conditions of this service are understood by the child before utilisation of the service commences.

1.7 Utilisation of this service constitutes acceptance of all terms and conditions set out herein.

2. MY School Bus Pass and Pass Purchase

2.1 Students must carry a valid pass at all times when using the MY school bus service.

2.2 If a student does not present a valid MY school bus pass to the driver when boarding the bus/coach the student will not be permitted to travel and the driver will refuse the student entry to the bus.

2.3 Students may be required to present their pass to other staff representing the bus/coach operator, or to a Council officer. Students must cooperate fully in presenting their pass to staff.

2.4 To obtain a pass for your chosen MY school bus route (see clause 1.1) parents / guardians must contact the Council's Business Support and Administration Team on 01634 333455. If your chosen route does not currently have any available places, you will be given the option of joining the waiting list for that particular route (see clause 4).

2.5 MY school bus passes can be purchased for a period of one term, two terms, or for six terms (the full school year).

2.6 The cost of an MY school bus pass, as at 2026, is set out below:

Duration	**Cost**
One Term	£83
Two Terms	£156
Six Terms (full school year)	£405

2.7 The Council reserves the right to amend the cost of the MY school bus pass, including cost increase, from time to time. Any cost increase will be implemented either between terms or between school years. Cost increase will not affect the usage of MY school bus passes that are currently valid.

2.8 An MY school bus pass is only valid for use on the MY school bus route which a parent/guardian requests. The requested route will be clearly stated on the student's pass. A students pass will not entitle them to travel on any other MY route other than the one stated on their MY school bus pass.

2.9 The MY school bus pass will not be valid for use on any other bus services.

2.10 A student's MY school bus pass will be issued only once payment has been received by the Council's Administration Team.

2.11 As of January 2026 Medway Council are continuing to issue MY school bus pass 'smart card'. In order to be issued with the 'smart card' parents / guardians will be required to provide the Council with a valid photo of the student who will be utilising the pass when payment is made and prior to the issuing of the card. The Administration Team will provide parents / guardians with details of how to send in their valid photo when payment is made. Your Pass will not be issued until you have provided a valid photo.

2.12 Subject to clause 2.10, students MY school bus pass will be a 'smart card' style MY School Bus Pass. A valid photo is required along with payment. The Pass will be issued by an external smart card provider and posted to the address provided by the parent / guardian.

2.13 If a student / parent / guardian has previously ordered their MY School Bus Pass in line with the terms and conditions set out herein, including the required renewal deadline set out in clause 3.3, and has not received their Pass five days prior to the start of the new school term / year, the student / parent / guardian is advised to contract the Council's Administration Team on 01634 333455.

2.14 Students are prohibited from defacing or damaging their MY school bus pass. If a students pass is damaged or is lost, the parent / guardian must contact the Council's Administration Team on 01634 333455 to request a replacement. The parent / guardian will be required to pay the administration charge of £10.00 before the replacement pass is issued.

2.15 With the 'smart card' MY school bus pass, the student must keep the Pass away from other contactless payment cards to avoid 'card clash'. The Council will not be liable for any costs or transactions that occur due to possible 'card clash' via the MY school bus pass.

2.16 The MY school bus pass 'smart card' is produced by an external card supplier. By applying for the 'smart card' students and parents / guardians consent to their details being passed to the external supplier in order to produce the card.

2.17 The Council confirms that the necessary data protection controls will be put in place to ensure the handling and management of personal data is undertaken to the appropriate standard.

3. MY School Bus Pass Renewal

3.1 It is the responsibility of the student and parent / guardian to ensure that their MY school bus pass is renewed in time for the next school term / school year. The Council will not be liable for late payment or renewal of a student's MY school bus pass.

3.2 MY School Bus Pass renewal date deadlines will be published on the Council's website: Visit the Medway Council website to view the renewal date deadlines.

3.3 Students and parents / guardians must contact the Council no later than the renewal deadline detailed on the Council's website (see clause 3.2) prior to the start of the next school term / school year in order to renew their MY school bus pass. If the Council are contacted after the renewal deadline, the Council will not be liable for the late delivery of the valid bus pass in time for the new school term / year. In addition, the student may have their place on the MY school bus route given to the next student on that route's waiting list (see clause 4). If the student whose place has been given to an alternative student wishes to still utilise the particular MY route, they must join the waiting list for that route (see clause 4).

3.4 Medway Council may send reminders to all current students and/or parents/guardians to inform them of the need to renew MY school bus passes. These reminders may be sent via letter, or email; however, it is the Council's intention to move towards electronic

communication and reminders by email. These reminders do not negate the responsibilities of students and parent / guardians under clauses 3.1 to 3.3 to renew their MY school bus pass in time for the new school term / school year, and should not be relied on as a prompt to renew a student's pass.

4. MY School Bus Waiting Lists

4.1 If a parent / guardian requests a place on an MY school bus route that is currently operating at maximum capacity, the parent / guardian will have the opportunity to place their child on the waiting list for this particular route.

4.2 The waiting list for each MY school bus route is operated on a numbered, first-come-first-serve basis. If a student is added to the waiting list they will be placed on the list behind those students who already have a place on the waiting list.

4.3 Under no circumstances will the Council move a student nearer to the top of the waiting list for any of the MY school bus routes ahead of students who are already on the waiting list. A request from a parent / guardian to move a student further up the waiting list for any of the MY school bus routes may result in the student being prohibited from utilising the MY school bus service.

4.4 A parent / guardian may request details of their son or daughter's position on the waitinglist for an MY school bus route at any time by contacting the Council's Administration Team.

4.5 As at January 2026 some of the MY school bus routes set out in clause 1.1 have waiting lists.

5. Before Boarding the MY Bus

5.1 Students are advised to arrive at their chosen MY bus stop at least 5 minutes before the bus is due to arrive at the stop.

5.2 Students must wait at their chosen bus stop in an orderly fashion, not disrupting other pedestrians or other road users, and standing a safe distance from the kerb.

5.3 If a student is running late for the arrival time of the MY bus they must not run across the road; if the driver can see you they will wait for you to safely cross the road.

5.4 Students are advised to have their valid MY school bus pass ready in order to present the pass to the driver upon boarding the bus.

6. Boarding the MY Bus

6.1 Upon boarding the MY bus every student must display to the driver their valid MY school bus pass. Failure to show the driver a valid MY school bus pass, in date, with a valid photo, and for the correct MY bus route, will result in the driver refusing the student access to the bus.

6.2 If the driver of the MY bus refuses a student entry to the bus under clause 6.1 the student must exit the bus immediately. Refusal to exit the bus or challenging behaviour displayed towards the driver may result in the student being prohibited from using the MY school bus service.

6.3 The MY school bus pass must not be used by anyone other than the pass holder / student to which is has been issued. The utilisation of another student's MY school bus pass or the lending of an MY school bus pass to another student may result in the student/s being prohibited from using the MY school bus service.

6.4 Students must board the bus in single file in an orderly fashion, without pushing or shoving other students, and be aware of any steps that will need to be traversed to access the bus.

6.5 Once on the bus, students must find their allocated seat (if applicable) or an available seat, and sit down sensibly.

6.6 Seatbelts must be worn at all times and for the duration of the journey.

6.7 On a double decked MY bus students may be asked by the driver, bus operator officer, or Council officer to be seated on the lower deck first or withing specific "year bubbles". Students must comply with this request.

7. During the MY Bus Journey

7.1 Students must remain seated at all times during the journey. Moving around the bus or standing whilst the bus is in motion is strictly prohibited.

7.2 Listening to a phone, or music device is allowed, only with the use of earphones or headphones. The playing of music out loud, including on a mobile phone device, is strictly prohibited.

7.3 Students must look after their own belongings; neither the Council nor the bus operator holds any liability for any loss or damage of belongings or personal items.

7.4 Students must keep all items (bags, folders, boxes, etc) either on their lap or under their seat. The aisles and doorways on the bus must be kept clear at all times.

7.5 Bullying, fighting, name calling/taunting and throwing items will not be tolerated on the MY bus service and may result in the student/s involved being prohibited from using the MY school bus service.

7.6 Students are strictly prohibited from tampering or interfering with all vehicle safety equipment, including but not limited to emergency hammers and windows.

7.7 Students must not extend any body part outside the bus at any time during the journey whether the bus is stationary or in motion.

7.8 Students are strictly prohibited from misusing emergency exits or placing feet on seats.

7.9 Students are prohibited from eating or drinking on the bus at any time. In hot weather or exceptional circumstances, the driver may allow students to drink water only.

7.10 Students are strictly prohibited from dropping litter on the bus or out any of the bus windows.

7.11 Students must not distract the driver whilst the bus is in motion. This includes throwing items, talking or shouting at the driver.

7.12 Students must not abuse the bus stopping devices, including any stopping buttons / buzzers.

8. Exiting The MY Bus

8.1 All students must remain seated until the bus has come to a complete stop.

8.2 Before exiting the bus students must dispose of any rubbish they are carrying in the bins provided.

8.3 Students must be courteous when leaving the bus, where appropriate allowing other students seated in front of to exit the bus first, and exiting in an orderly fashion without pushing or shoving.

8.4 Students must wait for the bus to pull away and ensure they have a clear view of the road before attempting to cross the road. Students must also follow the Highway Code remembering to STOP, LOOK, LISTEN & THINK before crossing any roads. If the MY bus remains parked for a while, students must move well away to gain a clear view of the traffic before crossing. Under no circumstances must a student cross the road in front of the bus.

9. General Conditions

9.1 Any breach of the rules of this service, breach of these the terms and conditions, or serious misconduct by any student or parent / guardian may result in the student being suspended from using the MY school bus service or prohibited from utilising the service again in future. The Council's decision in this regard is final and will be accepted by the student and parent / guardian.

9.2 The Council are under no obligation to find or arrange alternative home to school transport for any student that is suspended from or prohibited from utilising the MY schoolbus service under clause 9.1.

9.3 The Council reserves the right to report any instances of misbehaviour or misconduct on the MY school bus service to the student's school.

9.4 Students must be aware that all MY school buses are fitted with CCTV and all students actions will be recorded during the operation of the service. Should the bus operator or the

Council need to refer to the CCTV footage it will provide both a visual and audible record of the days service operation.

9.5 Bullying, whether verbal or physical, will not be tolerated on any MY bus school route and will result in the student being prohibited from utilising the MY school bus service.

9.6 Perpetrators to any vandalism may be charged for any damage caused to the bus by the bus operator. Such behaviour, or the failure to pay for any damage caused, may also result in the student being prohibited from utilising the MY school bus service.

9.7 The possession of alcohol and banned substances are strictly prohibited on the MY school bus service or at bus stops for the service. Anyone deemed under the influence will be refused travel, their pass will be immediately revoked, and they will be prohibited from utilising the MY school bus service.

9.8 Students and parents / guardians must be aware that both bus operator inspectors or Council bus inspectors will board the bus on occasion in order to inspect the service. Both Council and bus operator officers are within their rights to refuse a student travel if their pass is not valid or if they have not adhered to the terms and conditions of service outlined herein.

9.9 Students must respond to bus operator and Council officers in a courteous manner and must produce their MY school bus pass for inspection when requested.

9.10 Any questions or enquiries regarding a student's journey, traffic, and bus times / stops must be made to ASD Coaches on 01634 726 412.

9.11 Any questions or enquiries regarding a student's bus pass, pass payment, or pass renewal must be made to Medway Council on 01634 333455 or MYbus@medway.gov.uk