

**A FAQ guide for Parents, Carers and Students who travel to school using Public Transport.**

<b>FAQ'S</b>	<b>Response</b>		
<b>Who can I contact if there is a concern about a bus?</b>	<p><b>County School Transport Officer</b> ptu@cornwall.gov.uk 0300 1234 222</p> <table border="0"> <tr> <td><b>College</b> Main Reception Email: <a href="mailto:enquiries@torpoint.cornwall.sch.uk">enquiries@torpoint.cornwall.sch.uk</a> Website: <a href="http://www.torpoint.cornwall.sch.uk">www.torpoint.cornwall.sch.uk</a> 01752 812511</td> <td><b>City Bus</b> James Church 01752 264245</td> </tr> </table>	<b>College</b> Main Reception Email: <a href="mailto:enquiries@torpoint.cornwall.sch.uk">enquiries@torpoint.cornwall.sch.uk</a> Website: <a href="http://www.torpoint.cornwall.sch.uk">www.torpoint.cornwall.sch.uk</a> 01752 812511	<b>City Bus</b> James Church 01752 264245
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<b>What happens if a bus pass is lost?</b>	In the first instance a student should report to reception where they will be given a temporary pass which lasts for two weeks. On the temporary pass there are instructions about how to contact County for a replacement. A small fee is charged by County for a replacement.		
<b>What happens if a student wants to swap or change buses?</b>	Students must travel on the bus for which their pass is issued. Any changes to buses must be agreed by the County Transport Officer. Students who wish to catch an alternative bus on occasion are expected to pay for a ticket.		
<b>What happens if the buses do not run due to bad weather, or need to leave early?</b>	In the event of bad weather prior to the College opening for the morning, the College will endeavour to contact the bus companies as early as possible and then place a message onto the College website and Facebook page. If the College is required to close early due to bad weather during the school day, every attempt will be made to get students home safely or kept on site until it is safe for them to leave. We advise all parents and carers to ensure that they keep their contact details up to date as students will not be allowed to leave the site until contact has been made. Parents should ensure that their child/children know of a neighbour or friend they can stay with in an emergency.		
<b>What happens if a bus doesn't arrive in the afternoon or morning?</b>	The bus companies make every effort to stick to schedules and alert the College if they are delayed. However, on rare occasions a bus might not arrive due to circumstances beyond their control. If a delay occurs in the afternoon, students will be supervised safely until the bus arrives. If a bus is significantly late, parents will be informed. If the delay occurs in the morning, we would advise students to carry a means of communication with them and also have discussed with parents and carers a clear procedure as to what they should do; a safe place to wait, a friend or neighbour they can stay with until they can access their home etc.		
<b>Staying safe on the bus</b>	At the start of the term all students attend an assembly which identifies what we consider to be safe and respectful behaviour on the buses.		

Students need to be aware that members of the public also use this transport and students must represent the College positively at all times whilst travelling. We expect the same high standards of behaviour on the bus as we do in the classroom.