North London Collegiate School

Founded 1850

COACH AND MINIBUS SERVICES

INFORMATION AND CONDITIONS OF USE

Updated September 2026

1. Introduction

1.1. Welcome to the NLCS Coach, Minibus and Shuttle Services. The School operates more than 20 transport routes through Zeelo, our managed transport service provider. Zeelo also manages the coach bookings and payment processing on behalf of the School via its app and website.

1.2. There are shuttle services to Edgware and Canons Park tube stations at the beginning and end of each day, as well as to Harrow-on-the Hill station in the evenings (only). We carry over 500 passengers each day and our aim is to encourage as many students as possible to use these sustainable services.

1.3 Coaches are scheduled to arrive at School by 8:30am to enable students to get to their first lesson at 8.40am. The Operations Team monitors traffic conditions daily to check if disruption is likely, but we encourage you to call us if you find out about ad-hoc road works in your area, which could impact the coach service.

1.4. The coach routes and schedules are reviewed and adjusted annually to reflect changing demand for the services as students leave or join the school. Whilst we aim to avoid making changes at other times, we may do so if necessary. Please note this is at the discretion of **the School only,** and any changes will be communicated in a timely manner to all parents concerned.

1.5. The HomeRun App is an independently developed App provides an innovative, secure digital platform that allows parents to search for both Junior and Senior NLCS families living a nearby distance from your home location, to coordinate journeys and to share information. Full details are available on the School's website.

1.6 Your child's time spent on the coaches is important and is a great way for her to make friends, relax after a long day at school or even catch up on homework. The aim of the School is to ensure that our coach operators provide an efficient, safe, and reliable experience and we hope that your child has a positive experience whilst travelling to and from school.

1.7. These Conditions of Use should be read in conjunction with the School's Terms and Conditions, Safeguarding and Child Protection policy, Data Protection policy and Privacy Notices, which are available on the School's website.

2. Using the Coach & Shuttle Services

2.1 Request for Students to travel on a different route should only be made in exceptional circumstances and will be subject to spaces being available and prior agreement with the Operations Team.

2.2 Students may bring home from school another NLCS student who is not a member of the scheme, provided that both students have booked a seat. The parent(s) of the child who will be travelling with another Student will be required to make an ad-hoc booking via the Zeelo App and purchase a ticket in advance of the journey.

2.3 Students who are not registered to use the coach service and are found to be travelling without authorisation will incur the charge for that journey, and this will be retrospectively added to the fee account once the information has been received from Zeelo.

2.4. First School students **may only travel to school using the 'main' morning coach service** if they are paired with a 'Coach Pal' who can either be an elder sibling or another NLCS student.

2.5 Upon arrival at school, First School students will be escorted by an adult chaperone from the Loop Rd to the First School Hall. They will be escorted to the 'Early' coach in the afternoons by an adult chaperone. Lower School students will be expected to make their own way to board and take the afternoon coach home.

2.6. First School and Lower School students **may not sit** in the front two rows of the coach.

2.7. If you wish to change the morning coach route that your child in the First School is registered to, this will be subject to the arrangements for a new 'coach pal' being in place, before your child will be able to travel on the new route.

2.8 Other than on the 3.35pm and 3.40pm 'Early' afternoon coaches, there is no formal supervision of students by the School on any of the coaches that depart at 4.15pm or the late services departing at 5.35pm. Students are expected to behave in a responsible and appropriate way, by adhering to the instructions of the driver, any sixth formers and any members of staff who are travelling.

2.9. Where parents want to register their child on two different routes, they will only be able to register on the second route if there is spare capacity, as this ties up two seats on two different routes and may prevent another child using the second route as their primary means of getting to and from school. If a child wishes to join the coach service on a route that is currently being used by another student as a secondary route only, the school reserves the right to remove the student from the secondary route. Please note this will only be done in exceptional circumstances and parents will be given **3 weeks' notice** of the change.

2.10 The Operations Team must be informed if parents wish to change their coach route to ensure that there is sufficient capacity and so that passenger numbers can be accurately monitored.

2.11. In the event of a breakdown the default response is to provide a replacement coach. To minimise delays, coach routes will also be merged, where this is practicably possible.

2.12. Electronic registration cards will be used to ensure the safety of students and to monitor service usage across all routes, including the shuttle services.

2.13. The School reserves the right to modify the routes and alter the terms and conditions of the scheme without prior notification.

3. The Zeelo Coach App

3.1 All coach routes use the Zeelo App, which enables the School and Parents to track students using the coach, minibus, and shuttle services to knows who is present on those services at any time. This is an important safety measure as it allows the School to respond in a timely manner to enquiries concerning students who may have got on the wrong coach or who may have missed a pickup, or collection.

3.2. The technology that drives the App is operated via Zeelo, in agreement with NLCS. It requires the transfer of data (including registered students' and student/parental contact details) from the School's student management information system (SchoolBase) to the Zeelo App. Zeelo systems and all data transfers are encrypted.

3.3. The drivers only have access to student' names and pick-up / drop-off locations for the current journey for their route so that they may recognise and confirm the presence of each student. The Parent App requires a two-stage authentication process using details held by the

School to register to use the App. Parents can then view the location of their child(ren). Parents cannot view the location of any other child.

3.4. The Zeelo App can be downloaded and accessed by Senior School Students, providing authorisation has been received by the parent / guardian.

3.5. The use of data in this manner conforms with the School's Data Protection policy and Privacy Notices, which are available on the School's website.

3.6. For further information about the Zeelo App please email contact@zeelo.co

4. The NLCS Travel Card

4.1. All students that use the coach service will be issued with an NLCS Travel Card to ensure the safety of students. The NLCS Travel card operates like an Oyster card and is easy to use. A QR code is provided by Zeelo at the point of purchase, however **this should only be used by the Student if the NLCS Travel Card is not available.**

4.2 Students **must** remember to travel with their NLCS Travel Card **at all times** and have it ready to 'swipe' on and off the coach **every** time they travel on the coach or shuttle bus.

4.3. Students **must** report any issues with their NLCS Travel card to the Operations Team as soon as possible via mypass@nlcs.org.uk

4.4. If students forget their NLCS Card and do not have the QR code, the driver will have to manually log the student on and off the Zeelo App, so that parents do not receive an alert stating that their child has not boarded the coach. This will cause delays in the students boarding and alighting and could **increase** the journey time to and from school, which may result in the **late arrival** of the coach to school and coach stops for the return journey.

4.5. If students lose or damage their NLCS Travel Card, they must notify the Operations Team as soon as possible, so that the card can be de-activated.

4.6. The Operations Team will arrange for the 1st replacement NLCS Travel Card at no cost. However, if the student loses or damages her card for a 2nd time, **there will be a charge of £10** to cover the administration costs. For every subsequent loss or damaged card, **a further £10 charge** will be applied. Charges will be applied retrospectively via the parent's fee account.

5. Paying for the Coach Service

5.1 The charges for the coach services are payable via the Zeelo Platform and are on the basis of a full week, either am and/or pm. Those parents who choose to use the service for less than 5 days are still required to pay the full weekly amount.

5.2 There will be a supplementary charge of £9.50 per journey for students using the 'late' coach services, who are registered to use the 'main' coach service, which will be payable at the time of making a booking via the Zeelo app.

5.3 Parents can make ad-hoc booking for their child to travel on the coach service, subject to sufficient spaces being available.

6. Cancelling the Coach Service

6.1 A half a term's notice is required if you wish to withdraw from the coach service and **written notification must be submitted** to contact@zeelo.co and this **notice must be given** at or **before half term** to become **effective from the start of the following** term (Notice given before the start of the term will take effect until the start of the following term). If cancellation notifications are not received as outlined above, you will continue to be charged.

7. The School's Responsibilities

7.1. The School will endeavour to ensure that the services run to time whenever possible, however, journey times and stop times are indicative and may be affected by traffic and other factors outside of the School's control.

7.2. The School will ensure that the coach operators are approved and that all drivers meet the requirements set out in the School's safeguarding policies.

7.3. The School will ensure that the operators conduct risk assessments for all stops to ensure that they are safe to use. Coaches are not permitted to wait at TfL stops and may only wait at bus other stops if this will not cause traffic congestion. Minibuses are not permitted to use the TfL bus stops but may use bus lanes.

7.4. The School **does not provide adult supervision on any of the 'Main' or 'Late' coach services**.

7.5. The School will ensure that an adult chaperone accompanies First School students travelling home on the 'Early' coach service.

7.6. The School does not accept responsibility for accidental injury or loss of property whilst students are using the service unless a member of NLCS staff has been personally negligent.

7.7. The School is responsible for students once they are on the School premises.

8. Coach Operator and Driver Responsibilities

8.1. Coach operators are responsible for ensuring that all drivers are competent to drive and meet the requirements set out in the School's safeguarding policies.

8.2. Coach operators will provide a suitable vehicle and ensure that all drivers and vehicles are licensed and insured for the transportation of students.

8.3. Coach operators are responsible for the safe transportation of students between the designated stops and the School. The driver cannot wait for girls if they are late and will leave promptly at the expected departure time.

8.4. Coach operators conduct risk assessments for all stops to ensure that they are safe to use. Coaches are not permitted to wait at TfL stops and may only wait at other bus stops if this will not cause traffic congestion.

8.5. Coach operators are responsible for the safety of all passengers whilst on their coaches. They will remind students that it is their responsibility to comply with the law by wearing safety belts but will not be able to enforce the wearing of safety belts whilst they are driving.

8.6. CCTV may be in use on the coaches for the safety of students.

8.7. The driver must always be presentable and courteous.

8.8. The driver will open and close the luggage compartment of the coach at the request of the passengers.

8.9. The driver will not deviate from the designated route unless forced to because of the presence of road works or other restrictions and will comply with the instructions as outlined by the School.

8.10 The driver **must notify Zeelo immediately**, of any unforeseen roadworks or issues that may cause delays for the morning or afternoon journeys.

8.11. The drivers will not drop students off anywhere other than the designated stops unless forced to do so by congestion at that stop, in which case they will drop the student off at the nearest safe point.

8.12 The coaches will endeavour to stick to the schedules. A text message will be sent to parents in the event the coach is running at least 10 mins behind schedule. Please note Parents will need to have downloaded the Zeelo App in order to receive these messages.

9. Parents / Guardians Responsibilities

Please ensure that:

9.1 Your child arrives at the stop safely and at least 10 minutes before the published departure / arrival times in the mornings, as the driver cannot wait for girls who are late and will leave promptly at the expected time of departure. Should the coach be delayed, you must ensure you have an agreed plan for communication with your child.

9.2 Your child **has and uses her NLCS Travel Card** every time she travels on the coach and only uses the QR Code in the rare occasion their child does not have their NLCS Travel Card.

9.3 The route taken by your child to/from home to a coach stop is suitable and safe.

9.4 You are familiar with the coach stops for the morning and afternoons schedule.

9.5 If your child is in the First and/or Lower School, they are not left unattended **and are always collected from the coach stops.** Parents / guardians are advised to contact other parents sharing the same drop-off points so that they can ensure that there is always an adult available to meet their child off the coach. **You must make yourself clearly visible to your child as they alight the coach.**

9.6 Any changes to your child's booking **must be updated in the Zeelo App**, especially for the **return journey in the afternoons.** Changes **must be made by no later than 12 noon on the day of travel.** This is to ensure the safeguarding of your child by allowing sufficient time to make the arrangements if they must be escorted from the Junior School or make their own way to the coach to ensure that they board the correct vehicle. It is also imperative to ensure that chaperones have the full list of any child boarding 'early' coach services.

9.7 Parents with children in the Junior School must notify the Operations Team via travellingtoschool@nlcs.org.uk and the Junior School via JuniorOffice@nlcs.org.uk simultaneously of any changes made to their child's return coach journey, once this has been updated in the Zeelo App.

9.8 Your child has clear instructions as to what to do should you be delayed.

9.9 Parents/guardians are advised to ensure that they have a means by which they can make direct contact to communicate with their child, as required.

9.10 You do not negotiate or enter into any agreement with the coach operator or driver for any pick-up or set-down point other than those designated by the School.

9.11 Your child knows not to get off the coach in an area unknown to them. If your child leaves the coach unsure of where they are, **neither the driver nor operator is responsible for your child.** Please note that the driver cannot hold a student on board if they insist on disembarking.

9.12 Your child knows what to do in the rare event that she misses the return coach. Students in the First and Lower School are to return to the Junior School Reception and Senior School Students **must** have a means to contact and communicate with their parent so that they can make alternative arrangements to get home.

9.13 Whomever is meeting your child in the afternoon arrives at least **10 minutes** early as the afternoon schedules are indicative only as they are affected by the traffic conditions at the time and coaches cannot wait for more than 3 minutes at TFL bus stops.

9.14 You park considerately at pick up points so as not impede the coach driver's ability to pick up and drop off safely.

9.15 You remind your child to adhere to the safety and conduct protocols required whilst travelling on the coach, and to always wear her seatbelt and to remain seated whilst the coach is in motion, as the coach driver may need to stop the coach until all students are safely in their seats. This is likely to delay your child's journey to school.

9.16 You fully understand the risk associated with your child not wearing her seatbelt and/or moving about the vehicle whilst it is in motion.

9.17 **If your child is a Junior School student** and suffers from any potentially life-threatening condition that may require the use of an auto-injector/medicines / inhaler, **she can only travel on the 'main' coach services if she is able to self-administer** her auto-injector/medicines / inhaler, as the coach drivers are **only** able to call for an ambulance in the event of an emergency. Your child can travel on the 'early' afternoon coach services, as these routes have an adult chaperone who will be able to assist. If you need advice on whether your child is ready to travel independently, please contact the Operations Team.

9.18 If **your child is a Junior School student** they must not carry medication, other an emergency medicines, on the coach or shuttle to and from school. Medicines such as antibiotics that are required during the school day must be brought into the Medical Centre directly by a parent or carer. Please see the Administration of Medicines and Supporting Students with Medical Conditions policy for more details.

9.19 If your child is a **Senior School student** they may carry their **prescribed** medication with them. Parents are responsible for ensuring that the medication is stored in a safe place such as

a zipped-up pocket of the bag, so that it will not fall out on the coach or shuttle bus and be at risk of being pick up and consumed by another student. Students should be reminded that they must take extra care when carrying medication.

9.20 If the coach is delayed to a stop in the morning, you have an agreed plan with your child as to whether they await the coach stop or make their own way to school. If there are making their own way to school using public transport, your child knows their route to school.

10. Students Responsibilities

10.1. Students are expected to be at the coach stop at least 10 minutes before the scheduled arrival of the coach, as the coaches will leave on time from the designated coach stops in the mornings.

10.2. Students **must not** ask the driver to pick-up or drop off at any point other than those designated by the School.

10.3. Students **must**:

- have their NLCS Travel Card with them **every** time they travel and **use this to 'swipe' on and off the coach or shuttle bus for every journey.**
- only use the QR code if **they do not have their NLCS Travel Card and be aware that this will be reported.**
- **always wear their seatbelts** whilst on the coach.
- always remain seated whilst the coach is in motion.
- not leave their seats until the coach is stationary – particularly when approaching the school or their home stop.
- not attempt to speak to or distract the driver whilst the coach is moving.
- not to place their bags on the seats as these will be required by other students.
- not consume any food or drink on the coaches. Smoking or vaping is also forbidden.
- always be polite and respectful, as any abusive language will not be tolerated.
- always use the designated walkways and crossing points at school when boarding or disembarking the coaches.

10.4. Students who do not observe the safety and conduct protocols above will be putting themselves and potentially other passengers at risk and may not be allowed to continue to use the service.

10.5. Students are responsible for their own belongings. The coach company will deliver any items left on the coach to the Operations Team who will return these items to the Junior School or Senior School Receptions for collection.

10.6 Older students should act responsibly and are encouraged to look after the welfare of the younger girls.

10.7. Students are expected to behave in a responsible and appropriate way, adhering to the instructions of the driver, any sixth formers and any members of staff who may be travelling on the coach.

10.8. Students who suffer from any potentially life-threatening condition that may require the use of an auto-injector/medicines, **must be able to self-administer** their auto-injector/medicines, as the coach drivers are only able to call for an ambulance in the event of an emergency.

11. In the event of a Medical Emergency during a Coach Journey

11.1 When an ambulance is called to a student needing urgent medical attention whilst travelling on a coach the coach escort will not travel in the ambulance with the student needing medical attention, as they must remain with the other students on the coach.

11.2 The student needing medical attention will be transported to the designated hospital by ambulance staff who, as well as being medically trained, are all DBS checked and familiar with safeguarding protocols for children.

11.3 Parents will be notified at the earliest opportunity of the emergency and will be able to make their own way to the hospital to connect with their child.

12. Operations Team - Contact

12.1 If you have any enquiries or complaints regarding the service please contact Zeelo directly via contact@zeelo.co and cc. travellingtoschool@nlcs.org.uk. **Zeelo are contactable 24/7.**

12.2 If you have any feedback or suggestions on how we can improve the coach service, please email the Operations Team via travellingtoschool@nlcs.org.uk or telephone 0208 951 6490.