College Bus Service Terms & Conditions 2027

Application Process

1.1 Each family that wishes to utilise the bus service must complete a Bus Service Application Form.

1.2 The completed Application Form must be submitted to the College office at least 1 week prior to the first day of travel requested to allow time for processing. Shorter processing times may be possible in emergency situations, but cannot be guaranteed and are at the discretion of the Bus Coordinator. Continuing families within FCC must complete this form by 1 December of each year.

1.3 All Application Forms require approval from the College's finance department. **The bus service will not be available to families with overdue bus or tuition fees unless a Payment Plan has been accepted by the finance department to bring the account up to date.**

1.4 Application Forms may require approval from the Head of School.

1.5 The Bus Coordinator will process the Application Form and advise the family if their application was successful for the requested bus route. If the application is successful, the Bus Coordinator will advise details of the nearest bus stop and the pick-up/drop-off times.

1.6 Limited flexibility is available on bus routes. If the nearest bus stop is beyond walking distance, parents may need to make their own arrangements to transport students between their home and the bus stop.

1.7 The College may disclose to contracted bus companies the names, contact details and other relevant personal information of families using the bus service.

Regular Annual Bookings & Bus Fees

2.1 Bookings are made for the full year except in the case of Casual Bookings (see Section 3).

2.2 Once a booking is made, the applicable Annual Rate for Bus Fees is payable regardless of the number of trips actually utilised, days absent, etc. The full applicable Annual Rate must be paid even if the booking is for less than 5 days per week, as it is unlikely the College will be able to book another student for the same seat on the days it is not required. There are no weekly fees.

2.3 Where a new booking commences mid-Term, families are required to pay the applicable annual rate for the Term/s. There are no weekly fees; if a family starts mid-term, they will be charged the annual term rate or casual fee, whichever is more cost-effective for the family.

2.4 A booking is taken to commence on either the first day of travel specified on the Application Form or the actual first day of travel, whichever is earliest. Where a new booking commences mid-Term, the full Annual Rate is applicable, regardless of which weekday the first day of travel falls on.

2.5 Bookings can be cancelled at any time by providing 14 days written notice to the Bus Coordinator. However, no portion of the annual bus fee will be refunded or credited upon cancellation except under extenuating circumstances, i.e. the remainder of the Term's bus fees are forfeited.

2.6 In reference to 2.5, if a family believes there are extenuating circumstances that warrant a refund/credit in their particular case, a written application can be made to the College's Business Manager for consideration. Refunds/credits will only be issued at the BM's discretion.

2.7 Bookings conclude at the end of each school year. Families will be required to make a new application and booking for each subsequent school year. Existing bus users will be sent a new Application Form to complete each year.

2.8 Should a student be suspended or expelled from use of the Bus Service for any reason, annual bus fees for the remainder of the Term under the original booking remain payable and will not be refunded/credited. All outstanding bus fees from utilised service remain payable.

2.9 **The College reserves the right to suspend use of the Bus Service for families with overdue bus or tuition fees.**

Casual Bookings

3.1 Casual bookings are subject to availability and can be made by contacting the Bus Coordinator a minimum of 48 hours in advance of the requested date of travel.

3.2 A new booking must be made for each casual trip. Recurring trips can not be booked on casual tickets.

3.3 Route/bus stop changes will not be made for casual bookings. Students must enter/exit the bus at an existing bus stop.

3.4 The Bus Coordinator will check the availability on the requested date, route and time and confirm if the casual booking is able to proceed.

3.5 Each Casual booking is valid for one trip, one way (i.e. AM or PM trip only) for one student.
3.6 A Casual booking does not permit travel in its own right. A booking must still be made in accordance with 3.1-3.4 for the specific date, route and time requested.
3.7 Students are required to use their student fob to sign in to the bus for travel on that afternoon's or the following morning's trip.
3.8 Upon booking their travel on the RollCall App, details of the casual booking will be added to the relevant Bus Manifest to allow the student to travel.
3.9 The price of a Casual Bus booking is not proportional to the Annual Rate for Regular Bookings as there are significant additional costs in administering casual bookings.
3.10 Payments for casual bookings that are unused can remain on the RollCall App account for use at a later trip or a credit/ refund can be applied for through the Finance office prior to the end of Term 4. No credit/refund will be issued for unused casual payments after this date. If fees of any type are owed to the College, the refund will be issued by way of a credit against the fees owed.

Student Behaviour

4.1 Students using the Bus Service are to conduct themselves in a manner consistent with College values and rules. In particular, students are required at all times to abide by the Bus Service Code of Conduct.
4.2 Bus drivers have been instructed to report all behavioural problems to the College.
4.3 Inappropriate behaviour by students using the Bus Service will be dealt with under the College's behaviour management processes.
4.4 Continuing and/or serious breaches of the standards in 4.1 may result in suspension or expulsion from the Bus Service.
4.5 In Queensland, it is a health and safety requirement that there is no eating or drinking whilst on the bus.
4.6 The bus driver is in charge whilst your student is on the bus, your child must remain in their seat with their seatbelt on whilst the bus is in motion. If requested to leave their bags at the front of the bus, they must adhere to this request.

Time Schedules

5.1 It is the parent/student's responsibility to ensure the student is at their designated bus stop ready for collection 5 minutes prior to the specified pickup time for that stop. The bus will not wait beyond the scheduled time for students to arrive. If students miss the bus, parents are required to make alternate transport arrangements.
5.2 Secondary students (Years 7-12) are responsible for arriving at the bus zone by no later than 2:55 pm each afternoon, ready to board the bus. If they have not arrived by the time the bus is ready for departure, the bus will leave without them, and students/parents will be required to make alternate transport arrangements.
5.3 Primary students (Prep – Year 6) are responsible for arriving at the bus zone by no later than 2:55 pm each afternoon, ready to board the bus. If they have not arrived by the time the bus is ready for departure, efforts will be made by College staff to locate them; however, if they cannot be located in a timely manner, the bus will leave without them, and parents will be notified and will be required to make alternate transport arrangements.
5.4 At times, the bus may arrive at the bus stop slightly later than scheduled due to traffic, weather or other unforeseeable conditions. If the bus is significantly late, parents are asked to check the RollCall App to view the location of the bus and the reason for the delay.
5.5 In reference to 5.2 and 5.3, if students who miss the afternoon bus are required to wait to be picked up, students may be placed into Outside of School Hours Care at the parents' expense. This is to ensure the safety of students. By using the Bus Service, parents agree to pay OSHC fees under these circumstances.
5.6 Repeated failure to meet requirements 5.1-5.3 may result in suspension or expulsion from the Bus Service.

Notification of Changes

6.1 Parents are required to notify the College by 10 a.m. if any changes are required to their child's bus booking for that afternoon's or the following morning's trip.
6.2 Notification of any changes under 6.1 is to be given in writing by way of email to bus@fcc.qld.edu.au, but preferably via the RollCall App.
6.3 The classroom teacher is not responsible for passing on notes in relation to bus bookings.
6.4 In a genuine case of emergency or unforeseen circumstances, notification of changes may be given by telephone communication with the Bus Coordinator. In these situations, the College will take reasonable steps to accommodate the requested changes; however, we cannot guarantee the request will be met.
6.5 *Verbal notification of changes from students will not be accepted unless supported by a note from parents.* If the changes suggested by the student cannot be confirmed, the College will abide by the pre-existing arrangements.
6.6 Frequent changes to bookings present a significant challenge to the efficient operation of the Bus Service. Parents who fail to provide appropriate notification or make an excessive number of changes to their booking will be asked to revise their planning methods and, if necessary, make alternative transport arrangements.

Student Safety

7.1 Parents are at all times responsible for ensuring the safety of students between the bus and their home, including the provision of adult supervision for younger students if required, whilst waiting at or walking to/from the bus stop.

Special Conditions for Prep Students

8.1 To ensure their safety, Prep students are required to be signed on to the bus in the mornings and off the bus in the afternoons by a parent or nominated guardian each time they travel.

8.2 Persons authorised to sign the student on or off the bus must be listed on the Bus Service Application Form. Changes to the authorised persons can be made at a later date by providing written notification to the College.

8.3 If an authorised person is not at the bus stop to collect a Prep student, the bus will continue to travel its route with the student on board. Attempts will be made to contact the parent, and they will be required to meet the bus along its route at a nominated time and place.

8.4 In the event that the parent is unable to be contacted or to arrange to meet the bus, a College staff member will meet the bus at the end of its route and collect the student. The student will be returned to the College, where they will be placed into Outside of School Hours Care at the parents' expense until they are collected. This is to ensure the safety of students. By using the Bus Service, parents agree to pay OSHC fees under these circumstances.

Complaints Process

9.1 Parents or students with any concerns in relation to the bus service are asked to contact the College Bus Coordinator as soon as possible.

9.2 In certain circumstances, the Bus Coordinator may request that the complaint be put in writing.

9.3 All complaints will be taken seriously and will be investigated by College staff in a timely manner.

9.4 The complainant will be notified of the result of the investigation and any action taken in relation to their complaint.

9.5 If the complainant is not satisfied with the response, they may ask to have the matter referred to the Principal for further review.