



Mill Hill

Instilling values, inspiring minds

Grimsdell | Belmont | Mill Hill School | Mill Hill International | Cobham Hall

Mill Hill Express Code of Conduct



Introduction

Welcome to the coach community. We are pleased that you are committing to a more environmentally sustainable mode of transport.

We want all passengers to stay safe and to travel in comfort. To ensure all operators and users of the coach service are aware of their responsibilities we ask that you read and agree to be bound by the code of conduct before signing up to the service. Whilst the majority of passengers behave in a responsible manner there can be times when the standard of behaviour falls short of the school's high expectations. The code of conduct exists to ensure all users of the service are aware of the school's expectations of operators, parents and passengers.

Poor behaviour, in particular that which puts others at risk, may lead to a pupil being banned from using the coach service leaving responsibility for transporting your child to school with you.

We transport over 230 children on 6 different routes and cannot do so safely without the commitment of all who use the service.

Thank you for taking the time to go through this information with your child. Together we can ensure they remain safe while travelling to and from Mill Hill.





Advice to and responsibilities of parents

- **Ensure your child arrives at the stop safely and at least 5 minutes before the published departure times.**
- Familiarise yourself with the afternoon departure times and locations as these differ at 16:00, 16:40 & 18:00.
- Park considerately at pick up points ensuring access for the coach and local residents.
- Ensure Belmont children are not left unattended and are always collected from coach stops.
- Discuss with each Belmont child that they must not leave the safety of the coach if you are not there to collect them.
- Unaccompanied children in Year 7 & 8 (whose parents have previously informed the School that they authorize their child to travel home unaccompanied) should be taught the safest route between home and the coach stop and the safest crossing points on their route. Impress upon them the dangers of being distracted by electronic devices.
- Insist that your child always wears their seatbelt while on the coach.
- Teach your child to think about their and others' safety whilst being driven and the consequences of distracting the driver with poor behaviour.
- Discuss what your child should do if the coach does not arrive within 20 minutes of the published departure time.
- Teach your child the importance of waiting for the coach in an orderly, courteous and calm manner.
- Ensure your child knows not to exit a 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 a driver cannot hold a pupil on board if they insist on disembarking.
- If your child behaves anti-socially or causes damage on a coach they risk being banned from using the coach service. Parents will also be liable to pay for the cost of repairs/ replacement of property damaged as a result of their child's actions. If your child is banned from the coach service you are responsible for ensuring your child continues to attend school.
- Ensure that you and your child have read and comply with the Covid 19 safety obligations set out on Page 1 of this Code.

Please ensure your child has read and understood the Coach Code of Conduct and is aware that school rules apply on the coaches.



Code of Conduct

The life and wellbeing of the school rest upon the principles of honesty, fair-mindedness, mutual goodwill and consideration for others. Any breach of good manners or common sense is a breach of the school rules; this includes any action that may impair the school's good name.

School rules apply at all times.

Full details of Mill Hill School's Expectations and Standards and Belmont's Behaviour Policy can be located on the school's website.

If you feel bullied or have a complaint against the driver this must be reported to your Tutor, and you must also tell your parents.

You have a responsibility to behave well, to uphold the good name of The Mill Hill School Foundation and never to act in a manner that may compromise the safety of yourself or others.

At all times you are ambassadors for the school and must therefore behave appropriately when travelling to and from school.





Advice to and responsibilities of coach users

Before the school journey

- I will wear a mask at all times when travelling on the coach to and from School
- I will carry hand sanitizer with me at all times when travelling on the coach to and from School.
- I will not travel on the coach if I have a high temperature, above 37.8, persistent new cough and loss of taste and smell.
- I will sit with my Year Group on the coach.
- I will have a charged mobile phone with me at all times. (If applicable)
- I will be at the coach stop at least 5 minutes before the coach is due.
- I will wait in an orderly, courteous and calm manner.
- I will keep away from the kerb and well clear of other traffic.
- I will keep well clear of moving coaches and never walk behind a coach on the road or in the coach park.
- I will contact my coach operator if my coach does not arrive on time.
- I will notify the school that I may be late.
- I will ask the driver to open the luggage compartment for large pieces of luggage and equipment.

During the school journey

- I will find a seat quickly and remain seated and facing forward.
- I will always wear a seatbelt.
- I will never distract the driver or be discourteous.
- I will never be abusive to anyone on the coach service.
- I will follow instructions given to me by the coach driver.
- I will not vandalise the coach or other people's property.
- I will not smoke, drink alcohol or consume illegal substances.
- I will not carry an offensive weapon, real or replica.
- I will not throw objects from or within the bus.
- I will not eat or drink on the coach nor will I leave litter.
- I will keep my possessions out of the aisle.
- I will not behave in such a way whilst on the coach to provoke members of the public to complain of my behaviour.
- I will keep my mask on and will sit with my Year Group.

At the end of the school journey

- I will ask the driver to open the luggage compartment for large pieces of luggage and equipment.
- I will stand back from the road as the coach departs.
- If I need to cross a road, I will do so only once the coach has moved off and the road is clear in both directions.
- I will ask the driver for assistance if I find myself on the wrong coach or if I have missed my stop.
- I will never disembark in an area not known to me.



Coach Contacts

If your circumstances change and you no longer require the coach service, or if you have any concerns or queries about school transport, please telephone the Travel & Transport Coordinator; 0208 906 7874 or **millhillexpress@millhill.org.uk**

Passengers found to be travelling without authority to do so will incur a penalty charge, a note on their school record and may be banned from the coach service.

Please note a full term's notice is required for cancellation or changes to the coach service.

The School cannot guarantee a place on the Coach Service for late or mid-term requests but we will try to accommodate all pupils if we have space.

For further information and to apply for a place on the service please email the Travel and Transport Coordinator at **millhillexpress@millhill.org.uk**.



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