



Dear Parents,

We would like to communicate some issues we are experiencing on board our school services based on both driver and parent feedback. The purpose of this is to help educate passengers so that services can run well and that we can make the transition to the new operator's rules with minimal disruption to passengers and parents.

Valid passes for travel.

Due to the changes to our school services and tickets we have been operating a full amnesty for issues with school passes on our BB11, BB12, BB13 and 5 services. The amnesty will end at the end of this first half term in October. We are concerned that many children are trying to board services with the wrong pass yet the amount of customer contacts to fix these issues does not tally up. We ask all parents with children using these services to speak with their children to see if their passes are working or if the driver is letting them on regardless due to the amnesty. We are guessing some children are not bringing the verbalised message home from the drivers.

We encourage parents that even if they believe they have the right pass to double check with us and to also notify us if the passes are not working for some other reason. Due to the high number of queries this will throw up we require parents to send an email and not to call as we will be unable to cope with the high call volumes.

Please email: Info@carouselbuses.co.uk

Please include the following information:

- Long pass number or email attached to the pass.
- Ticket type purchased.
- Journey/journeys your child requires.
- Description of any other issue.

We would like to get these issues worked out before the end of the half term and are giving fair notice to parents to make sure this happens. Anyone trying to travel with an invalid pass after the half term will be asked to provide payment for a ticket and if this cannot be presented the child will be sent home from the bus. It is imperative that parents respond to this as quickly as possible to meet the deadline.

Face Coverings.

We are seeing high volumes of children without face coverings and these are now mandatory on bus services. We are not in a position to enforce this especially with minors so we ask all parents respectfully to ask their children to comply with this whilst travelling with us.

Seating Capacity.

We have had some concerns from parents regarding spaces on the bus and we can confirm that none of the closed contracts are oversubscribed. We have looked into this and can see that seats are available on services but some children are choosing to stand. Below are the two most common reasons we believe are responsible for this.

1. Some children are using seats for bags rather than placing them under seats or in the luggage rack.
2. We also think some younger students may be shying away from sitting next to older children.

The first is an easy fix because we ask parents to ensure their children keep bags on their laps, under the seat or in the luggage rack. The second is not something we can change.

We would like to thank all parents for their understanding and cooperation in advance.

Kindest regards
Carousel Management Team.