



FREQUENTLY ASKED QUESTIONS FOR W AND C1/C2 SERIES TRANSPORT PROVIDED BY CALDAY GRANGE GRAMMAR SCHOOL AND WEST KIRBY GRAMMAR SCHOOL

What happens if we change our address or move to a different school?

Please email buspass@calday.co.uk to let us know your change of address. You will be able to transfer the bus pass to an alternate bus if there is an available space. There may be an additional fee to pay if the bus pass price differs from your child's current pass price. Refunds are only available when a student leaves the school or moves out of area.

My child has passed their driving test and will no longer be using school transport. Please may I have a refund?

No, refunds are only available when a student leaves the school or moves out of area.

Are partial refunds available when a student in Year 11 or Year 13 completes their examinations in the Summer term?

No, payment for the Annual Pass must be made in full and is not refundable for any time a student does not need to use the bus.

My child does not need to use the school bus every day. Can I pay a reduced price?

The cost of bus passes is carefully calculated at the beginning of the academic year and is based on the number of vehicles required and the estimated number of passengers for the year. Therefore we are unable to offer a reduced price for partial use.

I think my child may be eligible for financial support to help towards the cost of a bus pass. How do I apply for financial support?

For Calday Grange Grammar School students, please contact the school by email at buspass@calday.co.uk. More information about financial support is available at calday.co.uk/travel. If your child is a student at West Kirby Grammar School, please contact the school office at office@wkgs.net

Do students need to carry their pass every day?

It is important that all students carry their pass and be ready to show it to the driver each time the vehicle is boarded. Passes should be kept safe and in good condition.

Lost/damaged passes should be replaced immediately. The charge for a replacement bus pass is £5 and they can be purchased on the school shop at <https://caldayshop.co.uk/>.

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What happens if the pass is lost or damaged?

Lost or damaged passes must be replaced as soon as possible, for which there is a charge of £5. Payment can be made with a debit or credit card online from the Calday Shop <https://caldayshop.co.uk/> . CGGS passes are to be collected by the student from the Administration Office. WKGS passes are posted home. Please allow 48 hours for your order to be processed.

How is poor behaviour managed on school buses?

Poor behaviour on the journey to and from school will be treated seriously and could result in your child being temporarily or permanently banned from travelling. Please refer to the Code of Conduct, on page 3.

What if my child misses the bus?

Parents should ensure their child is aware of alternative arrangements in the event that they miss the bus or travel is denied for any reason.

What if my child loses something on the school bus?

If your child loses something whilst they are on the school bus we suggest that you contact the bus provider as soon as possible as they will be able to help.

R&J- 0151 648 4206

Selwyns- 0151 294 5294

Happyals- 0151 653 0222

Who can I contact if there are problems or I have a complaint?

Please contact the school by email at buspass@calday.co.uk and we will direct your complaint to the appropriate person.