Ivybridge Community College

Bus Service for Students out of catchment

Please be aware this information sheet is only for those students who do not live in catchment. Transport for those students where Ivybridge Community College is their closest secondary school and who live more than 3 miles away, is provided by Devon County Council.

Frequently asked questions:

1. **How much does the bus service cost?**
   The cost for academic year 2026/27 is £988.47 for the academic year for full time travel, equivalent to £5.23 per day. This increases slightly year on year in line with the cost charged to the College by the bus companies.
2. **How do I find out which route is best for my student to catch?**
   - From the College website, https://www.ivybridge.devon.sch.uk/ go to College Information – Bus Routes and Information. Scroll down to the map, enter your Postcode and that will take you to the nearest bus stop.
   - To register for a bus pass click on Application Form and complete requested boxes.
   - If there are any queries with your application or we are unable to offer you a seat, we will contact you to let you know.
   - Once your application has been processed the deposit will be added to your ParentPay account
3. **When can I apply for a pass?**
   - Applications for September 2026 will be available on line, through the school website from 15th June 2026 onwards.
4. **How and when do I pay for the pass?**
   - The initial payment is a deposit for the pass, due in August & this is payable via ParentPay. This also indicates your acceptance of our terms and conditions and our behaviour code of conduct.
   - Following the deposit payment we offer the choice of paying by either 9 monthly standing order payments (7th September to 7th May), or termly via Parent Pay.
5. **What happens on the first day of term?**
   - Once the deposit has been paid we issue bus pass towards the end of August once the routes have been confirmed. For new students to the College, this will be a temporary pass until the student's photo's are uploaded. This is usually towards the middle of September.
   - Please note that the College operates a "No Pass No Travel "policy.
6. **What time will the bus arrive at the bus stop?**
   - All of the routes and timings are on the College website, however these are subject to change depending on the demand for certain routes. All routes are finalised by the end of August and we will let you know if there is any change to the route/stop you have applied for.
   - The buses have timetables to adhere to therefore students must be at the bus stop 5 minutes before the advertised time.
7. **What if the bus does not turn up?**
   - Please be aware that local traffic conditions and road works may cause timings to vary. Please be assured that the bus will come unless you receive communication from the College advising otherwise so your child should remain at the stop until the bus arrives

8. **How will I know if the bus is delayed?**
    - As soon as we are made aware of any significate delays, communication will be sent out via in-touch. Please ensure that you keep us updated of any change in contact details.
    - If the bus is delayed in the evening, students may be asked to remain in the coach park or return to Peverell Hall depending on the length of the expected delay / weather. Members of College staff will be on duty to supervision the students until the bus arrives.
9. **What if my child has left items on the bus?**
    - We ask that students check as they leave the bus to ensure that they have picked up all their belongings. In the case of items being left on the bus, please contact buses@ivybridge.devon.sch.uk and we will contact the bus company and ask them to check the coach and arrange for items to be collected.
    - If your child has left something on the bus in the morning, please ask them to report this to a member of staff so we can contact the bus company and arrange for the item to be collect from the driver in the evening.
10. **Is my child entitled to a discount if they qualify for Free School Meals?**
    - Yes, if your child qualifies for Targeted Free School Meals you will be entitled to a discount. You are able to apply for this on Question 12 (Please provide any additional information regarding your application) during the application process.
11. **Can I use the bus on a part-time basis?**
    - We will try to accommodate part time requests where available, however preference is given to those students requiring full time travel. Where part time travel is agreed, the cost will be £2.88 per journey and this has to be set days per week.
    - We are unable to offer a 'pay as you go' service.
12. **Can my child travel on 2 routes?**
    - Wherever possible we endeavour to accommodate all requests, however we would request you to advise us of specific days on each of the required buses.
13. **Can students travel on a different route with their pass**
    - Students are only able to travel on the bus that their pass has been issued for, they are unable to switch between routes without an application and pass being issued
    - We are unable to accept requests for ad-hoc travel for friends who may be travelling to your home. We need to have records of who is travelling on which bus for safeguarding and insurance purposes.
14. **What if the pass is lost? Will the student still be able to travel?**
    - If a pass is lost, we are able to issue a temporary pass to cover up to 10 days travel. These can be collected from the Finance Office at either Break 1 or Break 2. Replacement passes can be purchased at a cost of £5.00 via ParentPay and need to be requested either by the student, or via email Buses@ivybridge.devon.sch.uk
15. **What do I do if my child is concerned about behaviour on the bus?**
    - Whilst using the bus service, we expect all our students to abide by the College's Transport Code of Conduct and the College's usual expectations for behaviour. If your child sees any behaviour that is causes for concern, they should report it to a member of College staff immediately.
16. **CCTV**
    - Buses are fitted with CCTV for the safety of the students and the driver. Please note that if a student is identified as causing damage on a bus the parent will be liable to reimburse the College for the cost of the damage.

Please check the College website or email Buses@ivybridge.devon.sch.uk if you need any further information.