



Home to School Transport Frequently Asked Questions

How do I apply for school transport?

All applications are made by completing the application form online at www.swiftvalleycoaches.com/school-transport or by contacting our travel office on info@swiftvalleycoaches.com

What happens after I have applied online?

You will receive an invoice and link to arrange payment of a deposit. If payment is not received within 48 hours of receiving the payment link, this may result in the loss of your seat.

When is the first payment due?

An initial payment of £50.00 is due 48 hours after receiving the invoice. This is non-refundable and secures your application. The first or full payment if you are paying in one instalment, will be due 14 days before travel. However, you can pay before that if you wish. If you are paying by monthly instalments the first collection will be made 14 days before travel followed by 1st of each month.

How do I pay?

Please use the link in your emails to take you to our school portal to pay online or use the link in provided which enables you to make an annual payment or set-up payment by instalments.

Do you offer any discount?

We do not offer discounts on home to school transport. The cost given in your invoice are fixed prices. We are unable to accommodate applications for only morning or afternoon travel or less frequent journeys.

Do you offer payment over 12 months?

We only offer the payment structures which are emailed to you as part of your application.

What if I have not paid?

If we do not receive your payment, we will not permit your child to travel.

My child already travels on your route, do I need to apply each year?

Yes, it is necessary to reapply every year for home to school transport. If you do not reapply, we will assume that you no longer require a space. We only send one reminder email when the application process opens.

Can I apply for more than one child?

Yes, but you need to complete a separate application for each child.

How is my application prioritised?

We allocate school seats on a "first come, first served" basis set by the date and time by which we receive a deposit. We encourage parents to make applications as soon as possible. An initial payment of £50 is required to secure your application. No further payment is required until 14 days before travel.

What happens if my child no longer requires transport during the school year?

The terms and conditions that you agree to when applying for home to school transport with us state that the parent or guardian is responsible for the full year's fee even if travel ceases within the academic year.

What if I no longer require the space before school starts and I have already applied?

If you no longer require a place due to a change in circumstances (ie GCSE results/moved away) please notify us by email. We will then remove your application for transport and arrange a refund of any monies paid. However, your initial payment of £50 is non-refundable.



Will the bus timetable change from the current year?

The timetable is kept more or less to the same times each year, however the routes are reviewed each year and adjusted if required. We reserve the right to change the timetable to accommodate the number of children who apply.

How do I find out about the bus timetable?

The timetable will be published on our website at the beginning of each academic year.

I have forgotten to apply - what should I do?

You can still make an application, however there are limited spaces on each service. We will allocate a seat to you if we have the space. If we do not have space we will add you to the waiting list and contact you if a space becomes available.

Our services are generally oversubscribed therefore it is recommended that you apply as early as possible after applications open.