Transport Operations FAQs

What happens if there is very bad weather, such as snow?
In the event of bad weather your bus will run as normal unless you are informed otherwise.

What do I do if my child is not going to be on the bus in the morning?
There is no need to notify us if your child is not going to catch the bus in the morning. The bus will come to your pick-up point as normal then wait for five minutes and leave.

What do I do if my child is not going to be on the bus in the afternoon?
Please notify the school by calling reception on 02920482854 or sending a message to mail@kingsmonkton.org.uk Your driver will then be informed.

What do I do if we are running late in the morning?
Your minibus will wait for five minutes after your pick-up time but unfortunately, we cannot delay pick-ups any longer. After five minutes bus will continue its route, and you will be responsible for bringing your child to school.

What do I do if my child is not going to be on the bus for a few days?
Please notify the school by calling reception on 02920482854 or sending a message to mail@kingsmonkton.org.uk Your driver will then be informed.

How do I cancel my seat on the bus?
Please email transport@kingsmonkton.org.uk Your cancellation will be confirmed by a member of our finance team, your account updated, and refunds applied if appropriate.

How do I contact my driver?
Please do not contact your driver directly. Please email the school at transport@kingsmonkton.org.uk or call 02920482854 ext 221 and speak to our head drivers, Mr Bob Graham and Mr Andrew Davies.

Who do I contact if I have a query about my minibus charges?
Please email our Finance Officer, Mrs Lisa Shore, at lisashore@kingsmonkton.org.uk
Who do I contact if I have a general query about the minibus arrangements?

How will I be informed of our minibus arrangements?
You will receive an email from our Transport Manager, Mr Bradley Simpkins.

How will I be informed of any changes to our minibus arrangements?
You will be informed of any changes to your minibus arrangements by phone, text, or email. We will use the contact details we hold on your child's account. Please ensure they are up to date.

Who do I contact if I want to discuss our transport arrangements?
Please email or call our transport team, or our Director of Finance & Operations, Mrs Nicola Parry-Belcher. Their contact details are:
Transport team transport@kingsmonkton.org.uk
Nicola Parry-Belcher nicolaparrybelcher@kingsmonkton.org.uk

Where can I find a copy of the Kings Monkton School Transport Policy?
Please call our School Business Management team on 02920482854 or see our website.

What happens if there is a problem with our bus or route?
Any unforeseen circumstances will be managed in accordance with our Transport Policy, particularly our contingency plans at Annex D. We will always update you of any changes as soon as possible and give you alternative options if appropriate.