



We are really looking forward to welcoming your children back on board our buses this September. We are committed to providing a safe transport environment so that children can resume their education. If you are [buying a ticket](#) from us, please be assured that if there is another lockdown and schools are closed, we will be happy to offer a full refund for all the days of school closure.

We know that many parents are concerned about the safety of bus travel for children. We will do the best we can to make things safe. What is clear is that our roads cannot cope with everyone being taken to school by car. If too many parents opt to do this then neither our buses nor school days will be able to run on time.

Guidance from the **Department of Education** is that school/college students do not need to be socially distanced from others within their group, so you will not see the general restriction on use of seats that have been applied to public buses in recent months, and buses may be nearly full.

We are doing the following things to make sure children can travel safely and would be grateful for your support too.



## Before we get to the bus stop

### What we will do:

- We will undertake a daily wipe down of all touch surfaces (including grab rails and seat frames) with cleaning products meeting the EN14476 virus cleaning standard which should kill COVID particulates touching them for the following 30 days.
- Every week we will undertake a full clean of all our buses. The spray we use is designed to kill any residual virus landing on the treated surface.

### What we need you to do:

- Provide hand sanitizer to use before and after travel
- Provide a face covering (unless exempt, for example your child suffers from breathing difficulties). A full list of exemptions can be found at: <https://www.konectbus.co.uk/coronavirus/>, along with details of our free 'Helping Hand' card, which explains the exemption to the driver <https://www.konectbus.co.uk/helpinghand/>
- A face covering can just be a scarf or bandana.

# At the bus stop



## What we need you to do:

- Please keep 2m apart from other people if you can safely do so
- Remember to sanitize your hands and then put on your face covering
- If you are displaying symptoms – ie a high temperature, loss of taste or smell, or a persistent dry cough – then please turn round and go home. You should not travel or attend school.

# Boarding the bus

## What we do:

- The driver will be sitting behind a plastic screen to protect you
- Please consider buying your ticket in advance if you need to do so from the East Anglia Buses App, from Norwich Bus Station, by email to [feedback@konectbus.co.uk](mailto:feedback@konectbus.co.uk) or on our website.

## What we need you to do:

- Please have your ticket ready
- If you need to buy a ticket please provide the correct fare (older students should pay contactless if they have an account)
- Don't crowd on – stay back from the person in front of you

# Finding somewhere to sit on the bus

## What we do:

- Some of the seats on our buses are out of use; this is to stop people sitting within 2m of the driver or facing each other.

## What we need you to do:

- Go and find your seat straight away.
- Please sit with your school and your year group. This will vary by bus route, but we've introduced a system of zoning in buses to help you stay with your group.
- Most school buses only carry school children. If you are used to seeing other passengers on your bus as it is a public bus then this will probably still be the case. However members of the public will be asked to sit at the front downstairs, where they will need to maintain social distancing from each other.
- Please leave the windows open to circulate fresh air.

# Getting off the bus

## What we need you to do:

- There is a line on the floor 2m behind the driver, please stay behind it until the bus stops
- Keep back from the person in front of you in the queue. When the bus arrives at school please wait until the seat in front of you is empty before you stand up to get off.



# Student Zones

Your child's safety is important to us and we have introduced **Student Zones** to allow every child to **ONLY** sit with children from their school and retain their social bubbles. This will avoid the mixing of any student groups.

**On double-deckers the zones for years 9 to 11 are upstairs, with year 11 at the back, year 10 in the middle and year 9 at the front. The zones for years 7 and 8 are downstairs.**



These stickers are in a standard place on all our buses so they may not be quite right for your school.

A full list of zoning arrangements on school buses is available to view on our website.

If you or your child has any questions about travelling on our buses or would like to know more about the special safety measures we have in place at the bus stops, on our bus or as you leave, please get in contact with us on **03300 539358** or email **feedback@konectbus.co.uk**

**Don't forget to get their bus passes sorted, you can buy via our app at East Anglia Buses App or from our customer services team or online.**

**If your child does need to buy their bus ticket from our drivers, please can you send them with the exact fare to avoid any unnecessary handling of cash and minimize the spread of any infection.**

We look forward to welcoming them all back on board.

