

# Getting you back to school safely

**METROBUS**

The safety of children returning to school is paramount - our goal is to get them there and back quickly and as safely as possible.

We've put plenty of safety measures in place such as extra cleaning (using hospital grade products) and will continue to operate a comprehensive network of services to get children to and from school, while adding many additional buses to provide extra capacity. We also have six months' experience of providing bus services safely during the pandemic.

Our journeys for schoolchildren are in accordance with the guidance set out by the Department for Education and Department for Transport for dedicated bus journeys. We have worked very closely with the local authorities in all of the areas we serve and with the head teachers of many schools to get children back to school safely.



I hope you find this information useful and good luck with the start of the new term.

Martin Harris,  
Managing Director

## EVERYTHING YOU NEED TO KNOW

- We are operating a comprehensive service for schoolchildren across our network.
- We are converting a number of regular bus journeys to be available to schoolchildren only, as well as adding extra school buses. Schoolchildren only journeys are open to those aged 18 and under. You can find out more on our website - [metrobus.co.uk/school-travel-information](https://metrobus.co.uk/school-travel-information)
- When travelling to school children should sit in their bubbles. On regular buses children should sit upstairs on double deck buses where possible.
- We highly recommend you get your Child key card from our travel shops at Crawley Bus Station and Redhill Bus Station as soon as possible. As with all shops, capacity is limited in our travel shops and you need to wear a face covering.



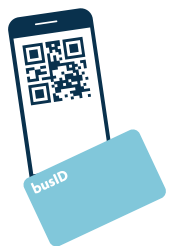
# KEEPING YOU SAFE



Buses are cleaned every day with hospital grade cleaning products, plus on street cleaning is carried out up to five times a day directly on our buses.

Everyone must wear a face covering unless they are exempt. Children under 11 are exempt along with people who have certain medical conditions. If you're unsure, visit [metrobus.co.uk/face-covering-guidance](https://metrobus.co.uk/face-covering-guidance). We provide Helping Hand exemption cards to those who would like one.

Over 90% of customers are wearing face coverings but we do ask you to show kindness to those who may not be able to wear one.



We have reduced cash handling to minimise contact and do not offer change. Please consider alternatives to cash such as downloading tickets to your Child key card online or getting tickets loaded onto your phone. Details of all non-cash ways to pay for children's journeys can be found at [metrobus.co.uk/child-ticket-alternatives](https://metrobus.co.uk/child-ticket-alternatives). If you do pay in cash a change voucher will be given which can be used on further journeys.



Drivers' cabs are sealed, so they do not need to wear a face covering. If you are concerned about anything on the bus you can still speak to the driver.



To support social distancing, we have limited capacity on our regular bus services. This is advertised on the side of our buses, by the front door and on our website. The capacity limits do not apply on 'schoolchildren only' services, although the rear facing seats and seats within 2m of the driver will remain closed and there is no standing on any buses.

We will monitor the operation of school journeys very closely and make adjustments where needed. All information relating to safer travel and bus services is available on our website - [metrobus.co.uk](https://metrobus.co.uk)

# WHY GETTING THE BUS IS GOOD FOR EVERYONE

- Reverting to increased numbers in car journeys on the school run will generate greater congestion and impact negatively on local air quality, especially around schools.



- Travelling by bus can lead to improved air quality, helping to keep us healthier. Did you know the average walk to a bus stop in the UK is around 1,000 steps? If you do that five days a week for a year that's over 260 miles – that's the equivalent of walking to Disneyland Paris!



## GET IN TOUCH

We understand that going back to school will be a big change for everyone. All information relating to safer travel and bus services is available on our website - [metrobus.co.uk](https://metrobus.co.uk)

Our customer services team are also available seven days a week to help with any worries or questions you may have.

You can contact them by email, social and telephone.

Email us at [feedback@metrobus.co.uk](mailto:feedback@metrobus.co.uk)  
Telephone us on **01293 449191**  
SMS for customers with hearing impairments on **07583 051915**

Facebook - [@gometrobus](https://www.facebook.com/gometrobus)  
Twitter - [@METROBUS](https://twitter.com/METROBUS)  
Instagram - [@metrobusuk](https://www.instagram.com/metrobusuk)

Mondays to Fridays: 07:00 - 19:00  
Saturdays: 08:30 - 17:30  
Sundays: 09:30 - 16:30