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Letter to Parents / Guardians

1<sup>st</sup> May 2020

## School Closures during Covid 19 crisis

We hope everyone has been keeping themselves safe and well during this very difficult time. As you are probably aware, most have paid in full in advance for this year and the ones who requested monthly payments are required to keep their account up to date. Due to the total loss of all work and especially school and other private hire coach trips, which usually subsidise the costs of the home to school service, we are having to re-evaluate the viability of the school bus routes. The guaranteed places expired on the 30<sup>th</sup> April.

We recognise the support we have received from a large majority of the parents and this has enabled us to carry on from Easter. This would not have been the case if we had to refund everyone from Easter onwards. We are trying now to formulate a plan to continue the service for the next academic year.

With the likely extension of social distancing for many months and probably into next year we are having to base the costs for the Home to School service, without the support of school and group trips. This is going to add between £200 and £250 per person to the school bus fees. Equivalent to between £1.05 and £1.32 per school day. Some of the extra costs may be financed by the Government loan schemes but as they are loans will need to be paid back. Increasing ongoing costs further into the future. Prices are being amended on our booking system.

We are today announcing our intention to offer a **Discount Voucher** by way of compensation for the interruption during the Covid 19 restrictions. Vouchers will be sent out by Email to parents once we know the extent of the school closures and have a return date. The value of the Voucher can then be announced.

We would also stress that during the whole of the crisis we have still been running buses to schools for the children of Key Workers, NHS and also vulnerable children. Without any additional fees being charged for the service. CTS have continued to take people to school who needed to go and will continue to fulfil the school bus contract for all the normal term days. We will also continue to provide sanitiser gel on the vehicles. It is our aim to follow government and World Health Organisation guidance wherever possible.

A final decision on costs for 2020/2021 will depend on when schools return, any restrictions for social distancing reasons as well as the anticipated return to normal. We will send out a further update as soon as we can finalise costs but the base price for the next academic year is unlikely to be lower than £1,400 per passenger. Passengers paid in full by 15<sup>th</sup> June will be issued with a Discount voucher. Vouchers will only be valid for use to part pay for the named individual.

**To be eligible for the Discount vouchers all outstanding invoices must be fully paid by the 15<sup>th</sup> June 2020.**

The on-line booking system has been updated to ensure everyone is aware of the price changes we expect. We will confirm the final price in July. You can cancel your booking and receive a deposit refund up to 1<sup>st</sup> August 2020. Travel passes will be sent out during the summer holidays ready for the next academic year.

Keep Safe  
CTS Bus Team