



CTS Bus Ltd
Unit 5 Aspley Business Park
Lincoln Street
Huddersfield
HD1 6RX

Tel 01484 502250
Mob 07795 152204
E-mail seats@ctsbus.co.uk



Letter to Parents / Guardians

16th June 2020

Home to school bus service – June Update

The first day of the new routine with masks at the ready everyone was ready for the bus. Thank you to those who have made the effort. It is a strange world right now. For our staff and especially our passengers.

With most Year 10 and 12 passengers only doing one or two short days the numbers on the buses have been very low. Thanks to the parents who are also helping each other at this time. Many keeping their family together and travelling by car. We are still running buses to most schools but the travel times are changing to meet demand. With priority given to the younger ones where necessary.

We are now able to confirm a discount of £200 is being made for passengers who are booked on for next year and who have kept their account up to date supporting the school bus service through this crisis. A few who are a bit late with payments will still receive the discount if their accounts are up to date by the end of June. We are also supporting parents who have made prior alternative payment arrangements rather than fall behind. They will also receive discount vouchers.

We cannot issue discount vouchers to anyone who is not paid up to date as it would clearly be unfair on everyone who has pulled together and worked with us through this difficult time. Since schools closed, we have operated daily services supporting Key Workers by taking their young people into schools. Enabling parents to continue to work supporting the effort of defeating Covid 19. We thank them for their hard work to save lives. We have managed to take everyone to school who needed transport and not had to turn anyone down. We thank our drivers for supporting the service during what felt like a very risky period for them. They continue to support us driving when required. Making sure we meet our contractual obligations to our customers.

We also recognise that some passengers will be leaving us at the end of years 11 and 13 as they go on to further education, college or work. We wish them well and hope their exam assessments are as they expected. Year 11 & 13 students would not usually use the bus each day in their final Term due to study leave and exams. We plan for this and base our price and operation on this on a yearly basis. We are however able to offer a refund, for the year 11 and 13 students of £110 each for all those who have paid in full for the current year. This is calculated from the savings made on wages, due to furloughed staff, as well as fuel as we have not had to run every bus during the crisis. We cannot give a full refund as like parents we had signed contracts and continue to make payments for agreements prior to the start of this academic year. Unable to cancel leases and maintenance contracts etc.

We will be processing Discounts First starting today and afterwards will start to process refunds. Parents do not need to contact us as we will send individual emails as we work our way through the process. Anyone who has not settled their account will be asked to do so and we will pursue all outstanding debts. To do otherwise would be unfair on the rest of our valued customers and passengers. This process should complete by the end of July.

At this point we have no idea how things will work out for next year but we will be closing bookings for the school bus at the end of June and working out the routes and vehicle sizes required to ensure we can accommodate all those who have confirmed their bookings for the 2020 / 2021 academic year.

Keep Safe, its still out there !! – CTS Bus Team