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Letter to Parents / Guardians

24th February 2021

Home to school bus service – February Update

Thank you to all the many parents who have sent their best wishes to our team and who continue to support the school buses. The Home to School Bus Clubs can only operate with the cooperation and support of parents.

Normal Services Resume on 8th March 2021

We are waiting for final confirmation, but expect all services to return to normal from Monday the 8th March. Please check our website for confirmation nearer the time. Remember all passengers need to have a face covering on the bus and use the hand sanitiser provided.

Refunds / Gift Voucher

We are offering a refund for all passengers who have not been able to go to school during the lockdown period. This will be for £120 and is for all passengers who are leaving school and not going to use the school bus next year. To claim the refund, you must return your travel pass to CTS Bus along with bank details so that your refund can be paid direct into your nominated bank. If you claim the refund you will not be eligible for a Gift Voucher.

Passengers who are intending to use the school bus next year will be issued with a Gift Voucher for £200 instead of the refund. This can be used towards payment for next year. To claim your Gift Voucher you will need to send an email to seats@ctsbus.co.uk stating passenger name and travel pass number and request a Gift Voucher. The Gift Vouchers cannot be exchanged for cash and are to be used for the relevant passengers only.

Refunds and Gift Vouchers will only be issued to passengers who have paid in accordance with their agreed terms. Passengers who have used the service during lockdown will not be eligible for refunds or vouchers. As it is not always clear if a passenger is going to stay on at school or not, you can delay your decision until you know what is happening later in the year if you like. The cut off point for the issue of Refunds or Vouchers is the 25th August 2021.

Parents, family members and friends can now purchase gift vouchers online from our website. The link is :- <https://bookings.ctsbus.co.uk/Gift-Vouchers>

Bookings for next year 2021 / 2022

The standard price for next year will remain the same as this year with no increase. The usual reduced costs will also be available for those choosing to pay in advance. Bookings for next year open from the 1st March 2021. As usual places will be guaranteed for anyone who books by the 30th April 2021. After this date, bookings are only accepted if room permits and applications will be processed in order of receipt. Remember you will need a photo of each passenger to send by email, with passenger name, to bookings@ctsbus.co.uk

Do not book before the 1st March and the link to make a booking is :- <https://bookings.ctsbus.co.uk/Tours/School-Bus-Service/Overview>

We are aware that under our terms and conditions refunds and discounts are not made. However we are trying to support parents as much as possible during these difficult times.

All accounts in default of payment will be put on stop and travel suspended.