



MARLBOROUGH COLLEGE

TRANSPORT TO AND FROM COLLEGE

For

START/END of every HALF-TERM, START/END of every EXEAT WEEKEND and at the END of every TERM

Note: there is no College transport provided at the START of the Michaelmas, Lent or Summer Term, and parents will need to make their own arrangements at these times.

SECTION 1: COLLEGE TRANSPORT

The College Travel Office arranges transport (*based on the number of booking requests received*) by College minibus, private coach or private taxi to and from the destinations listed in the latest Almanac on page 22. The College minibus fleet are white and bear the above logo in dark blue lettering. We use private coaches provided by three main companies Bells Tourist Coaches, BMS (beige/brown) or Barnes (pale green). Private taxi's if used are from our approved DBS taxi listings and are detailed on page 21 in the latest Almanac.

Pupils should request places through their Housemistresses/ Housemaster/Dame 10 days prior to travel for both the outgoing and return journeys. **The deadline for placing bookings for the outward and return journey is midday on the Wednesday before travel.** The transport charge list is sent out to all parents ready for the start of the new school year. When places on the transport are reserved the charge will be added to your School account. **Any cancellations made to bookings after the deadline date will be charged at 50%, for more details please refer to Section 4 of this document.**

- **Please be aware that the coach cannot wait beyond 10 minutes of the given departure time due to parking restrictions and the impact of collecting pupils from other stops.**
- **A destination will be cancelled if the number of pupils booked is fewer than three.**
- **All places need to be pre-booked, please do not arrive without a prior booking.**
- **College transport is provided TO and FROM HEATHROW at HALF-TERM and at the END of TERM ONLY**
- **OUTBOUND LONDON coaches stop at SOUTH KENSINGTON AND VICTORIA and RETURN from VICTORIA and HAMMERSMITH**

SECTION 2: TAXI ASSISTANCE FOR DESTINATIONS NOT AVAILABLE ON THE COLLEGE TRANSPORT LIST.

The College Travel Office will help families with taxi arrangements for destinations that are not available on the College transport list, but any arrangement is ultimately between the taxi firm and the family. Changes or cancellations to bookings outside of term time will need to be made directly with the taxi company as the College Travel Office is closed at these times. All taxis booked on behalf of families are confirmed by email to the parent, pupil and Housemistress/ Housemaster and the contact details for the taxi company are detailed within the email.

Taxi bookings are to be **submitted two weeks** before the day of travel during the term time. The **deadline for requesting taxi assistance is midday on the Monday before a travel period**. Charges may be incurred by the individual taxi providers for late cancellation of taxi bookings (if less than 24 hours' notice is given). For more details please refer to Section 4 of this document.

The College Travel Office are available term time only **Mon-Fri 9-5pm** on **01672 892422** or email coaches@marlboroughcollege.org

- **Parents can also book taxis direct with the taxis from our approved DBS taxi listings detailed on page 21 in the Almanac.**
- **Please provide full information to assist the booking process for example flight times, flight numbers, terminal numbers.**
- **Where possible the College Travel Office will always try to share taxis for pupils going to the same destinations to try and keep the costs low.**

SECTION 3: CONTACT INFORMATION OUTSIDE OF TERM TIMES

Our Security Team will hold information related to all of the travel arrangements made and can be contacted **24 hours a day on 01672 892201 OR 07974 478141** and in the event of any emergency.

SECTION 4: CANCELLATIONS

- I. **Cancellation or Alteration of a Proposed Route** - Whilst the College has every intention of running the listed services, it reserves the right to withdraw or cancel a particular service, or stop, if there are fewer than 3 passengers to make the service economically viable. Notification will be given to the pupil by the midday deadline on the Wednesday before travel.
- II. **Pupil Coach Bookings** – A charge of 50% of the coach fee will be charged to the pupil school account for cancellations of seats (outward and return) that are received after the midday on the Wednesday before travel.
- III. **Pupil Taxi Bookings** – Taxi service cancellation charges are decided by the individual companies. All local and airport journeys must be cancelled no less than 24 hours prior to the pick-up time, failing to do so will incur a penalty charge. If you need to cancel a booking please contact the taxi company directly if outside of term times or over weekend periods.
- IV. **No Shows** – if pupils do not turn up to take a seat that they have booked, they will be charged for the seat in full.

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