

**The Kendal College Coach Charter**

The College works with KT’s Coaches of Kendal to offers discounted transport to our students from surrounding areas. In order for this service to run effectively, the charter below sets out the responsibilities of all parties involved.

**The College will...**

* Respond to any incidents reported by the Coach Company, drivers, staff or students within a week of receipt.
* Gain regular feedback from all parties.
* Review the services each term.

**Student passengers will...**

* Carry and produce their college ID card (Library Card) on request.
* Respect other student passengers and the driver at all times.
* Stay seated for the duration of the journey & wear the seatbelt provided.
* Respect the coach by not interfering with any doors or equipment or damaging any part of the coach, and by removing all litter.
* Sit on any available seat and offer free seats to other students (no bags or belongings should be placed on seats).

**The driver will...** ​

* Drive in a safe and professional manner at all times.
* Arrive and depart on time unless there are circumstances out with their control that prevent this.
* Act in a professional and courteous manner at all times.
* Respect all passengers and promote equality of opportunity.

**The coach company will...**

* Inform the College of any changes to services.
* Update KT’s Coaches of Kendal Facebook Page with any service delays/alterations
* Ensure the coaches are clean and heated/ventilated for the duration of all journeys.
* Track all coaches to provide route, speed and punctuality information when needed.
* Ensure all drivers are cleared through the Disclosure and Barring Service.

**Incident Procedure**

Any incidents should be reported directly to the College Student Services department at the earliest opportunity: 01539 814700/ hello@kendal.ac.uk. Kendal College takes the safeguarding of students very seriously and will always investigate incidents and complaints. KT’s Coaches of Kendal takes any unsafe practices on their vehicles seriously and will vigorously enforce their employees’ right to work in an environment free from abuse of any description. Failure to follow this Charter by any party will result in disciplinary action in line with the relevant policies of Kendal College or KT’s Coaches of Kendal, dependant on who has responsibility for that party.