



# FOREST SCHOOL

Bus Service Guide  
2025 / 2026

# Introduction

Forest School sits on the edge of Epping Forest in North East London. Pupils are drawn from central, north and east London, as well as villages and towns in Essex.

In common with many schools, Forest is focused on reducing car use for the school run where possible, and inspiring our pupils – and parents – to travel to the School sustainably, actively and responsibly. However, we realise that for some the significant distances pupils are required to travel does not make this possible.

Therefore to facilitate access to the School, Forest provides a bus service that reaches into Essex and the residential heartlands of east, central and north London covering nine routes, Monday to Friday, during each term. Over 250 Forest pupils use the daily home to school bus service. As well as providing pupils with secure transport, the service supports the School's commitment to a cleaner environment by actively reducing the number of cars travelling to and from the School each day, easing congestion and improving air quality around the site. In addition, the School offsets its bus service CO<sub>2</sub> emissions, via the voluntary carbon market managed by ClimateCare, to help support its programme of sustainable development projects elsewhere in the world.

Where possible, pupils are also encouraged to use the local TfL buses/tube, to walk or cycle.

## Routes

An overview of the current routes is set out in the map below. Detailed timetables showing all available stops and pick up times for each of the routes can be found on the School's dedicated transport site: [www.ridekura.com/forest-school](http://www.ridekura.com/forest-school). While the aim is to adhere to scheduled timings as closely as possible, these may be disrupted due to unavoidable circumstances such as roadworks or heavy traffic at peak times.

ROUTES	
<b>FS1</b> Epping, Loughton, Chingford, Buckhurst Hill, Woodford	<b>FS6</b> Stoke Newington, Newington Green, Hackney
<b>FS2</b> Hornchurch, Hainault, Chigwell, Woodford Bridge	<b>FS7</b> Highbury Grove, Stoke Newington, Clapton
<b>FS3</b> Dagenham, Elm Park, Goodmayes, Gants Hill, Redbridge	<b>FS8</b> Hornsey Rise, Crouch End, Hornsey, Turnpike Lane
<b>FS4</b> Docklands, East Ham, Forest Gate, Aldersbrook	<b>FS9</b> Hampstead, Dartmouth Park, Muswell Hill, Bounds Green, Palmers Green
<b>FS5</b> Islington, Highbury Corner, Dalston, Hackney Downs	



# Other Information

## Eligibility

Children must be in Year 3 and above to use the bus service. Prep School children are escorted to the buses each afternoon, but make their own way, with other pupils, into School from the bus in the mornings.

## Bus operators

Forest School partners with a transport management company, Zeelo, which procures services from a range of operators best suited for the routes offered by the School.

Zeelo has an experienced team in its Control Centre which tracks all buses during live service, ensuring the location of each vehicle is always known.

In addition, the team is available by phone from 06:30 each morning if parents have queries about specific routes; the line is also covered until 19:00 each evening.

**Zeelo control centre number:  
01753 907 950**

## Bus tracking

Parents will have access to the **Zeelo App**, a free tracking app, which shows the vehicle on which pupils are registered to travel.

It also provides notifications, direct from the Zeelo team, to parents' mobiles when delays of 10 minutes or more occur.

## Safety and compliance

- As a condition of their contracts, all drivers have enhanced DBS clearance
- All vehicles are operated and maintained under current legislation
- All buses/drivers are equipped with the appropriate technology to keep them in touch with the Zeelo control centre
- Where possible, regular drivers are used on the routes

## Application for travel

Parents **must** make a formal application for their child to use the service, whether or not they have used the service previously, using the **Zeelo app**.

Details of bookings for the previous school year will have been deleted.



The **Zeelo app** can be downloaded from either the Google Play Store or Apple's App Store (*click icons above*).

Details about how to make bookings using the app can be found on the School's dedicated transport site: [www.ridekura.com/forest-school](http://www.ridekura.com/forest-school) You will receive a link code by email, from Zeelo, in order to activate your secure account.

## Amendments or cancellation

Any amendments to pupils' journeys should be made directly via the **Zeelo App**.

To cancel use of the service completely parents should email: [forestschooll@ridekura.com](mailto:forestschooll@ridekura.com) and [schoollbus@forest.org.uk](mailto:schoollbus@forest.org.uk), giving notice of at least a half term.

## Charges

Forest operates three charge bands depending on the pick-up/drop off location. **\*NEED URL\***

## Contact numbers

Any parent with an urgent query about their child's bus route during service, should contact the Zeelo control centre on **01753 907 950**. This number is staffed from 06:30 in the morning to cover travel into School. It is also covered until 19:00 during the School to Home run.

## Lost property

Should a pupil leave any item on a school bus then parents should contact Zeelo either via email: [forestschooll@ridekura.com](mailto:forestschooll@ridekura.com) or by phone: 01753 907 950 to report the loss providing the bus route and a description of the item(s).

Zeelo will contact the appropriate bus supplier to find out if the item has been found. Pupils can then pick up the item on the next journey.

## Pick up by parents at home stops

Younger children are often met by a parent/carer at the home stop drop-off. In such cases, should a parent not be at the stop when the bus arrives the bus will wait a few minutes and the driver will then contact Zeelo. The bus driver will continue to do the other drop-offs and bring the child back to School.

Zeelo will inform the School; the School will then inform the parents. The parent will then need to collect the child from School.

### ***Ad hoc journeys***

Pupils not registered to use the school bus but wishing to make an *ad hoc* journey, for instance travelling to the home of a school friend who uses the bus, may do so if a space is available on the service.

The visiting pupil will be logged onto the bus by the driver when boarding. A charge will be payable for this journey and the parent of the pupil who is travelling on the *ad hoc* basis will be billed.



# Terms and Conditions

By placing a booking with the Forest School Home to School Bus Service the Parent/Carer acknowledges that they have read, understood, and accept these Terms and Conditions as detailed below:

## Bookings

- Children in Year 3 or above only are permitted to travel on the school bus
- Parents/Carers must register/re-register pupils each year for the bus service, using the Zeelo App and will be notified about booking windows/registration periods
- Parents/Carers accept that bookings are for the entire school year
- Journeys booked but not taken are non-refundable. Any journey cancelled, *ad hoc*, via the App, will not reduce the amount charged. Cancellations must be made in line with the cancellation policy set out below
- The School offers bus service bookings on a first-come first-served basis. Although the School will do its utmost to accommodate all requests for use of the service, it has no obligation to increase capacity on any route

## Use of the service

- Pupils must ensure they travel on the route for which they are registered only
- Pupils must carry a valid pass when travelling
- Parents/Carers are asked to remind their children that when travelling on the school buses they remain bound by the School's Behaviour Policy
- Parents/Carers are asked to remind their children that they must abide by the School's bus travel Code of Conduct
- *Ad hoc* journeys are permitted by pupils not registered for the service, but where availability permits only.
- Any changes to a pupil's use of the School Bus Service (eg frequency, route, home pick-up stop) must be made via the Zeelo App
- The School reserves the right to make route alterations after publication but will provide notice of any such action

## Cancellation policy/withdrawal from the service

Parents/Carers wishing to withdraw their children from the service entirely must provide a half-term's notice, by email to [Forestschool@ridekura.com](mailto:Forestschool@ridekura.com), and copied to [schoolbus@forest.org.uk](mailto:schoolbus@forest.org.uk) or forfeit the half-term's charges in lieu.

# Pupil Code of Conduct

## *guidance for travelling on school transport*

The driver's role is to drive the bus and reach the School/home stops safely and on time; it is not to be responsible for dealing with any poor behaviour. If pupils do not follow the below expectations the Behaviour Policy would be activated.

### **Pupils must:**

- be ready to board at the allotted time. If they are not the bus will be unable to wait
- travel on their designated bus only
- always get off the bus at the location that has been pre-agreed by parent/carers and not ask to be dropped off anywhere other than this agreed stop
- carry their pass at all times and produce it when asked by a driver/member of staff
- stay seated while the bus is moving, this includes always wearing the seatbelt
- enter and exit the bus in a swift and safe manner
- be polite and respectful to the driver and all other passengers at all times
- follow the driver's instructions without question – it is for pupils' personal safety and the safety of others
- not distract the driver (this includes talking to the driver whilst the vehicle is in motion) except in an emergency
- keep the aisle clear and not block any of the exits, including emergency exits
- look after their belongings and keep them in a safe place
- inform the School or their parents/carers if they have any concerns regarding travelling to and from School/home on the bus
- make sure any necessary medication is taken before leaving home or school
- ensure noise levels are kept to a minimum; raised voices, shouting and loud music will not be tolerated
- ensure mutual respect is shown to all bus users, aligned to the values of the Forest community



- behave as they would do in any Forest Classroom environment
- not consume food (including chewing gum) or drink on the bus (except bottled water in exceptionally hot weather)
- not cause any damage to the vehicle including the interiors of the bus
- take all litter with them as they depart the bus

### **When boarding the vehicle:**

- pupils should have their passes ready to 'board' onto the Zeelo system
- pupils should take their seat quickly and fasten their seatbelt immediately
- pupils should store their coats, bags and other luggage either in the overhead storage or under their seat





# FOREST SCHOOL

London E17 3PY

020 8520 1744 | [schoolbus@forest.org.uk](mailto:schoolbus@forest.org.uk) | [www.forest.org.uk](http://www.forest.org.uk)