

## Frequently asked questions

### Who can apply for a paid bus pass?

Families can apply for a paid bus pass on the 736H and 739H route directly with school.

Options for any other paid passes can be found on the NYC website via the following link:

<https://www.northyorks.gov.uk/education-and-learning/school-and-college-transport/paid-bus-passes>

### How do I pay for the pass?

We currently only accept payment online by direct debit. You will be given the option to pay the full amount or by monthly direct debit. Payment will only be taken if your application is successful.

### What happens after I apply?

We will review and check the availability of your chosen service(s) and once approved, a permit will be issued. Payment will be taken.

### What happens if I make an 'in year' request for a bus pass?

If you have submitted your application after the deadline, it may take up to two weeks to process. This means if the term has started you may need to make your own arrangements until you receive your child's bus pass, if spaces are available.

### When will I find out if my child has got a pass?

We will confirm your child's place on the bus, via email in July, for applications received by 30th June 2025.

### Where can I find more information on the bus routes?

Visit North Yorkshire Council (<https://www.northyorks.gov.uk/education-and-learning/school-and-college-transport>) to check which buses serve your area and when.

### Will my child be issued with a bus pass?

Yes, it will be printed and handed to your child on the first day of term. Your child/children must carry their pass at all times and regular checks will be carried out by school staff to ensure this is adhered to.

### What if my child has lost their pass?

You can request a replacement bus pass online if your school bus pass has been damaged, lost or stolen. Please email [hometoschooltransport@nidderdale.mlt.co.uk](mailto:hometoschooltransport@nidderdale.mlt.co.uk) with the student's name, route and payment reference number. There will be a charge of £20 for a new bus pass.

### What if I need to cancel my child's pass?

If you no longer require your bus pass you must email [hometoschooltransport@nidderdale.mlt.co.uk](mailto:hometoschooltransport@nidderdale.mlt.co.uk) with the student's name, route and payment reference number. You must also return your pass to us as soon as possible.

To cancel a paid bus pass, the pass or passes must be returned to us. You will remain responsible for the cost of the permit until the date we receive it.

### What information will I need to complete the online application form?

When the form goes live you will need details of the bus service you want to apply for.