

## School Transport End of Term Message for Parents and Carers

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The School Transport Team has helped transport over 3800 children from home to school and college this academic year.

The team are now busy ensuring that transport arrangements are in place again for the start of the new academic year.

Once contractual arrangements are confirmed with the bus and taxi providers the team will then start to send out the new bus passes for September 2024 for those who need them.

- If you have not received your child's updated bus pass by 31 July then you should contact the office at [schooltransport@cheshireeast.gov.uk](mailto:schooltransport@cheshireeast.gov.uk)
- If you have applied for school transport but not been made aware if your child is eligible or not then you should contact the Transport Team immediately either by email [schooltransport@cheshireeast.gov.uk](mailto:schooltransport@cheshireeast.gov.uk) or call 0300 123 5012. If your child has SEND/EHCP then please email [educationtravelpolicies@cheshireeast.gov.uk](mailto:educationtravelpolicies@cheshireeast.gov.uk)
- If you plan to change address or move during the summer break, then please let us know at [schooltransport@cheshireeast.gov.uk](mailto:schooltransport@cheshireeast.gov.uk)
- The Transport Team can only offer spare seat availability at the beginning of September once all eligible students have been allocated to a route and where there are no other public transport services in place. The cost of a spare seat for 2023/24 is £460 for the full year.  
For more details, please visit [Paid for seat scheme \(cheshireeast.gov.uk\)](https://www.cheshireeast.gov.uk/paid-for-seat-scheme)
- At Cheshire East Council we are committed to providing all of our customers with a high quality of service. However, please note that during our busiest times of the year (end of August and beginning of September) the Transport Team may take longer to respond to requests and enquiries as we will deal with these based on need rather than a first come, first served basis. We would be grateful for your patience during this period. Please try to contact us as soon as you need to throughout July and early August to avoid any delays to your enquiry.