

# School's Pack

For all of your school journey needs



YA66 JHJ



## OUR WORK WITH SCHOOLS

At Mitcham Belle, we have been providing coach transportation services for schools within South London for many years. We understand the value that an educational visit can have on a child's learning and development, and the results it can reflect in the classroom. This is why we are committed to providing an efficient, safe and economical service to all of our school customers.

So, whether it is a geography expedition you are planning, or a visit to an iconic landmark in London, we would love to help you with your transport needs.

# OUR VEHICLES

Our current fleet includes: 19, 22, 35, 49, 51, 57 and 74 seated vehicles.

Our 19, 22 and 35 seated executive minibuses are equipped with aircon, a PA system, DVD, 3 point seatbelts and USB charging.

Our 49 and 51 seated vehicles can hold capacity for a class, with helpers and teachers included so you can all travel safely together to your destination.

Our 57 seated vehicles are equipped with all the same features, but also offer Wi-Fi, so you can stay connected whilst you're onboard.

All vehicles with a capacity larger than 36 have a toilet on the coach.



For more information on the individual specification of our coaches, please do contact us.

"How impressed we were with the lovely coach, the children thought it was "very posh". Staff were impressed with the fantastic driver. He was dressed very smartly, was friendly and helpful and his careful driving meant that travel sickness was kept to a minimum."

Teacher at a School in Merton in October 2018

# WHAT TEACHERS SAY ABOUT US

# Travelling the Green way



We aim to reduce carbon emissions throughout our entire fleet, through internal initiatives. In addition, we are also trying to cut fuel consumption by 2% across our fleet.

Our modern, well-maintained coach hire fleet already has one of the lowest levels of carbon emissions within the UK coach industry. These include the Euro 5, Euro 6 and EEV standards, as outlined by the European Parliament.

**B**

Whether it's for your annual residential trip to the coast or for a local sports fixture, we would love to provide your transport.

**O**

In order to receive a quotation, please fill out the following form and send the following information to [quotes@mitchambellecoaches.co.uk](mailto:quotes@mitchambellecoaches.co.uk).

**O**

Date(s) of trip:

Pick-up location (with postcode):

Pick-up time:

Destination (with postcode):

Return time:

Passenger number:

Any additional requirements (e.g. comfort breaks, toilet on-board):

**N**

If you cannot confirm some of this information but would like an approximate quotation, please do get in contact with us- we will help as much as we can!

**C  
S**



You will receive your quotation via email or phone call, whichever you would prefer. We ask that our customers check all the details thoroughly on any information they receive from us, and inform us of any amendments as soon as possible.

Then, if you are happy with your quote and wish to proceed, give us a call or respond to the email stating that you wish to secure your booking.

You will then receive a confirmation email from us. Again, check this and inform us of any changes!

**THE NEXT STEP..**  
**TO SECURE**  
**YOUR BOOKING!**



# YOUR SAFETY

Your safety is always our top priority whilst you're onboard our coaches. This is why all of our drivers have an enhanced DBS check, and have outstanding safety records in this industry.

Alongside their DBS checks, we also ensure our drivers undertake all the necessary training for safety and safeguarding,

Prior to leaving for your journey, all of our drivers complete walk-around safety checks for their vehicles, and log any defects. These are taken directly to our head office so any potential defects are dealt with immediately.

Our vehicles are also fitted with the latest tracking and CCTV technology. This enables us to see how far you are from your location, giving our driver exact timings, and assisting drivers when in unfamiliar territory.

We also have Tachograph technology on our coaches which monitor how our drivers are driving. This way, we can ensure drivers are taking their breaks as required by the law and note how well they are driving our vehicles. Should any infringements arise, we have a stringent disciplinary process which is followed.

# PAYMENT

For schools, we recognise that it can be challenging to collect payment from all of the attending pupils on time. This is why we ask for full payment to be made 7 days after the trip has occurred, to allow more time for payment to be collected.

After your trip, you will receive an invoice with payment information.

We accept payments via BACS, Paypal or via card over the phone.

When making payment via BACS or Paypal, we ask that you use your invoice number as your payment reference so we can record this on our system. Failure to do this may result in us chasing you for payment even if you have already paid!

After your trip, you may be sent an email from us requesting for some feedback on our service. It is a short survey and will only take a few minutes of your time. We would greatly appreciate any comments or suggestions for improvement to help us to continue to develop the quality of our services. We would like to thank you for reading this document. If you have any further questions please do not hesitate to contact us on: quotes@mitchambellecoaches.co.uk

Don't forget to follow us on social media to keep up-to-date with all of our latest news and offers!



## AFTER YOUR TRIP



Teacher/escort seating- We recommend teachers or escorts are positioned near all emergency exits generally at the rear and the middle of the coach.

Rubbish – black bags are provided for the collection of rubbish, please ask the teachers on board to collect any litter to assist the driver and this will help in our goal of recycling.

Toilets (where fitted and if requested at point of booking) -we are happy to issue the toilet key to your nominated teacher for issue to any pupil requiring the toilet.

Entertainment - MBC vehicles are fitted with DVD player. Any DVD must be chosen and supplied by the school to ensure it is appropriate for the age group.

Refreshments – Please be advised that no food should be consumed on the vehicle (unless otherwise agreed at time of booking) Chewing gum is not permitted and if found will incur a valeting charge.

Seat belts - Seat belts are mandatory and must be worn at all times. We cannot take responsibility for any injuries which may occur if seatbelts are not being worn.

Travel sickness – It is advised that any children who are known to suffer from travel sickness are seated towards the front of the vehicle. Please keep our driver informed of any unwell children.

Tolls and coach parking fees - may NOT be included in the hire charge for your coach  
(Please check at the time of booking)

# Important Information for Your School

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