

VAMOOZ

Looking after a new generation of passengers

We're creating a higher standard of home-to-school transport. By working with schools and parent groups, we're starting new routes in response to customer demand.



Alan, our V36 driver

Children are the bus passengers of the future and we want to make sure their school bus experiences are good by:

- offering quick, convenient links
- giving added value, so they can travel on weekends and through holidays using schools passes at no extra cost
- having regular, friendly drivers
- fitting school buses with WiFi
- using easy-to-manage mobile tickets

Our partnership with St Aidan's and St John Fishers

Our home is in Harrogate and we already run two buses to St Aidan's and St John Fishers – V36 and V32.

To resolve issues caused by so many bus operators serving the schools, we've agreed a partnership so everyone can come to the same company for their buses.

We pride ourselves on running school buses that are just as good as the buses we put into normal service. Our safety record is exceptional because we take every precaution to keep our passengers safe.

Full details of our agreement and the benefits we'll be bringing to you are detailed overleaf.

The agreement has been made for two reasons:

1. We take every possible step to keep students safe on the bus,
2. Parents aren't put at risk by paying up front for a ticket, and can choose monthly payments if they want.

Services and pricing

The bus routes are designed to meet the needs of as many students as possible and will be reviewed every year to take on board feedback.

The routes form a network, which means well-used routes can support more rural routes which struggle if offered in isolation.

You'll get a discount when your bus is full – our way of giving something back.

Promoting the services

You'll find helpful information about all the services on the school's website and can meet us at events held at the school.

A new single point of contact will be given to you so you know who to contact if you have queries. VAMOOZ Manager Rebecca – rebecca@govamooz.co.uk.

Safety on the bus

Full safety checks will be carried out on every school bus before both the morning and the afternoon school run, and a safety service every 28 days.

Buses will have CCTV so we can react to incidents quickly and accurately.

All our drivers have DBS checks which means they pass safeguarding and welfare tests, wear a smart uniform and drive the same route each day so they get to know their customers, and customers get to know them. This works well on our current buses, with loveable V36 driver Alan becoming a cult hero!

Day-to-day operations

Only VAMOOZ vehicles will be able to pick up and drop off students within the grounds of the schools.

All our buses can take passengers in wheelchairs.

You'll be able to track your bus in live time, and we'll also send a message if it's running late so you know what to expect.

After the school run, our buses will be parked at our depot in Starbeck, not on local roads or laybys.

Customer benefits

Buses have free 4G WiFi and mobile tickets are our standard.

Tickets are also valid on our network of service buses on weekends, evenings and in school holidays. Handy for some to get home from after-school activities bus also linking to Leeds, Manchester and many more places.

Monthly payments will be the norm, helping you to spread the cost of the bus.



Frequently asked questions

How does the pricing work?

When a service is full, we'll give a £20 discount to everyone who has booked onto it. VAMOOZ is about rewarding customers who help us meet other customers.

You only pay for the ticket, or start monthly payments, in September so you can sign up and save yourself some money by helping to bring more people on board.

What will happen to the bus I use now?

Our partnership with the schools means that everyone who can get on a bus now, plus some who currently can't access a bus, will be able to get on an approved VAMOOZ service which drops off a picks up within school grounds.

The bus you use now may or may not continue to run but it's the schools' recommendation that you use the approved VAMOOZ buses, for the reasons outlined in the agreement.

What if I live somewhere that isn't on the new bus network?

The network has been designed to offer a bus service to as many people as possible. We've tried to ensure that those people who can get a bus now can get a bus from September too and that new bus routes reach people who couldn't previously get a bus.

In the unlikely event that you live somewhere that isn't on the plan of new routes, talk to us.

I've already bought a ticket for the 2018/19 year, what do I do?

Contact VAMOOZ manager Rebecca at rebecca@govamooz.co.uk to discuss your options for transferring to VAMOOZ service.

I already use V32 or V36, is anything changing for me?

You'll benefit from improvements we're making, such as the introduction of bus tracking and alerts for late running buses.

You will also have the option to pay for the bus pass over 10 monthly payments instead of having to re-buy each term pass separately.

Which buses can I use the passes on outside of school times?

Transdev operate bus services in Harrogate and across North Yorkshire, West Yorkshire, Lancashire and in Greater Manchester. If you choose an 'access-all-areas' ticket you'll be able to use it on all of these services at any time.

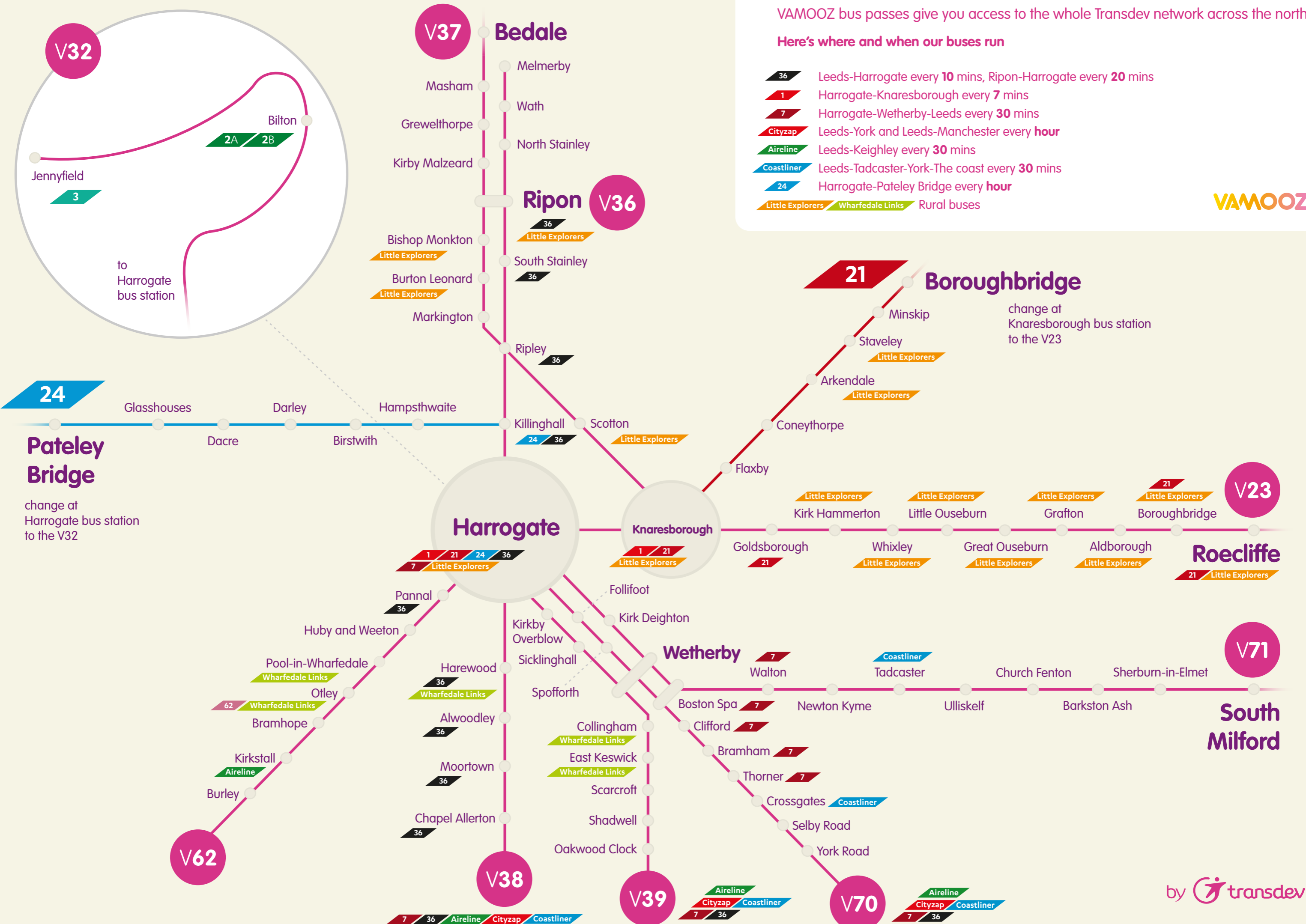
The timetable linked to each service in our app lists those services which are closest to the school routes, and the network map shows this too. But if you want a full list, just let us know and we'll get one to you.



VAMOOZ bus passes give you access to the whole Transdev network across the north

Here's where and when our buses run

-  Leeds-Harrogate every **10 mins**, Ripon-Harrogate every **20 mins**
-  Harrogate-Knaresborough every **7 mins**
-  Harrogate-Wetherby-Leeds every **30 mins**
-  Leeds-York and Leeds-Manchester every **hour**
-  Leeds-Keighley every **30 mins**
-  Leeds-Tadcaster-York-The coast every **30 mins**
-  Harrogate-Pateley Bridge every **hour**
-   Rural buses



V32

V37

V36

21

V23

V71

V62

V38

V39

V70

24

Pateley Bridge

change at Harrogate bus station to the V32

change at Knaresborough bus station to the V23

Roecliffe

South Milford