



NOTTING HILL & EALING
HIGH SCHOOL
GDST



Coach travel guide

2023/2024

Updated June 2023

Dear Parents / Guardians,

Thank you for taking the time to look at our School Transport and Travel Guide for the 2023-2024 academic year.

Many girls continue to speak to us about the need for sustainable travel options, and whilst many students currently travel via public transport, we recognise that it is just not feasible for all. As such, the school coach service is designed to help.

This guide provides an overview of the school coach network, and also contains further details including fare and timetable information. All bookings for all routes can be made via the dedicated transport website at nhehs.vectare.co.uk. This website allows you to enter your postcode, find your closest stop and see bespoke travel information for your daughter's journey to school.

The website allows for bookings to be made 24/7, and from anywhere in the world, meaning that if you need to leave early for work one morning or you're running late and you would like your daughter to travel on the school coach service as a one off, you can still make a booking.

For all school coach routes the fares are simply charged on a credit or debit card at the time of booking. If booking on a mobile device, bookings can also be made using Apple and Android Pay. This means that bookings can be made in a matter of minutes. This also means that your daughter doesn't need to carry cash; her name will simply be added to the driver's register.

I hope that you are able to find a travel solution that works for you and your daughter. If you need any further assistance, or you would like to discuss travel options from areas not currently served by our school coach network, please Contact Us via the school transport website and we will be pleased to assist.

Kind regards,



Sandra Frost
Director of Finance & Operations



All of our vehicles are modern, easy-to-board and are operated by the school or our approved operators. This means that they are all regularly maintained to the highest standard, giving you peace of mind that your daughter is travelling in safety.



We use dedicated drivers who work on the same route. These drivers get to know the pupils and are subject to an enhanced disclosure and barring service (DBS) check and full MiDAS / CPC training.



We offer a wide range of different tickets on our school coach service. From a single fare for a one off journey through to return passes for the entire academic year, there are options for everybody's travel arrangements. You can book tickets at any time throughout the year, so it's simple to book an extra journey or arrange travel for a visiting friend.



Our school coach network consists of 25+ coach stops, and we also have direct links from 5 National Rail stations, 10 London Underground stations and 2 London Overground lines. We want to offer you a travel solution that works for you and your daughter, so if you need any assistance working out the best route to school then please do get in touch.



It takes less than 30 seconds to find your nearest coach stop online, and booking takes only a few minutes, so all of the information you need to arrange travel for your daughter really is at your fingertips. To find your nearest stop or to book your daughter's travel visit nhehs.vectare.co.uk.

Route map



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Notting Hill & Ealing High School have appointed Vectare, a specialist school transport management company, to manage our school coach service. Vectare are responsible for over one million school passenger journeys per annum, and their range of technology and customer services solutions are well suited to help us deliver excellent transport services to our families.

Vectare will manage all aspects of our coach service, and any enquiries should be directed to their Customer Services team. General enquiries can be made via email, to nhehs@vectare.co.uk, or via the Contact Us form online. If you or your daughter needs assistance whilst a journey is underway, please telephone 0115 777 3189. Vectare's team of Operations Controllers are available from 06:00 until 22:00, and will help you resolve any issues or queries relating to your daughter's journey to and from school.



Sign up to our school coach service

Timetables

Central London

Zone	Stop	AM	PM
D	Queensway Station (Stop A)	07:15	17:00
D	Norland Square (Stop HC)	07:20	16:56
D	Shepherd's Bush Station (Stop F)	07:24	16:52
C	Goldhawk Road (Stop K)	07:30	16:47
C	Goldhawk Road, Cathnor Road (Stop SG)	07:34	16:43
C	Flanchford Road (Stop SK)	07:37	16:40
C	Turnham Green (Stop MM)	07:44	16:32
C	Esmond Road (Stop M)	07:48	16:28
C	Meon Road (Stop W)	07:54	16:23
C	Steyne Road (Stop C)	07:59	16:19
C	Ealing Common (Stop EK)	08:04	16:14
-	Notting Hill & Ealing High School	08:20	16:00



1 Go to nhehs.vectare.co.uk to locate your nearest coach stop and book ad hoc or regular travel

2 Make your booking and get instant confirmation

3 Contact Us via the website if you have any questions



Harrow

Zone	Stop	AM	PM
C	Woodcock Hill/Bulmer Gardens	07:07	17:03
C	Preston Road Station (Stop PA)	07:10	17:00
C	Kenton Station (Stop II)	07:18	16:49
C	Roxborough Avenue / Bessborough Road	07:25	16:41
C	Roxeth Hill/London Road (Stop RK)	07:30	16:33
C	Maybank Avenue (Mithai & Namkeen)	07:35	16:28
C	Sudbury & Harrow Road Station (Stop G)	07:38	16:25
C	Sudbury Golf Course	07:43	16:19
B	Alperton Station	07:49	16:14
B	Ashbourne Road / Hanger Lane (Stop P)	08:01	16:05
A	Montpellier Road	08:04	16:02
-	Notting Hill & Ealing High School	08:10	16:00



Richmond & Kew

Zone	Stop	AM	PM
C	Isleworth Station (Stop N)	07:15	17:08
C	South Street (Stop TK)	07:19	17:03
C	Talbot Road St Margarets	07:20	17:02
C	Richmond Station (Stop C)	07:25	16:53
C	Dudley Road (Stop L)	07:30	16:43
C	Kew Gardens Station (Stop N)	07:32	16:40
C	West Park Road (Stop V)	07:35	16:37
C	Chiswick Station (Stop B)	07:47	16:26
C	Chesterfield Road (Stop E)	07:50	16:23
C	Barrowgate Road (Stop F)	07:52	16:20
C	Marlborough Road (Stop V)	07:53	16:18
C	Oxford Road North, Oxford Court (Stop H)	07:55	16:16
-	Notting Hill & Ealing High School	08:20	16:00



London Underground, London Overground and National Rail Connections

Our coach service integrates with several rail-based transport modes at key points across the network. Students can interchange from the Central, District, Piccadilly and Metropolitan lines of the London Underground, and the network also serves a number of major National Rail stations. Rail connections are available from rail services operated by Chiltern Railways, South Western Railway and Great Western Railway.

If you would like more detailed, bespoke information about potential journey opportunities that involve travel by rail and then the school coach, please do not hesitate to Contact Us at nhehs@vectare.co.uk or by using the Contact Us form online. Vectare will be able to assist with timetable and journey information and planning. Where possible, we will endeavour to ensure that a guaranteed connection is made between the train and coach, ensuring that the journey is as seamless as possible.

Further routes

If you cannot find a travel option that works for you and your daughter, please contact Vectare. They will do their best to ensure that the journey to and from school is as seamless, straightforward and easy as possible. In some instances, it might not be possible for your daughter to travel to school by coach, in which case, Vectare will register your interest and let you know if we are able to operate a service in the future. One such example of this is the expansion to cover Richmond and Kew, as well as a quicker journey time from Central London - both originated as parental requests.



	Zone A	Zone B	Zone C	Zone D
Single journey (one off)	£5.12	£9.67	£11.94	£15.07
AM only / PM only (per year)	£596.02	£796.95	£1,064.83	£1,238.92
Return travel (per year)	£930.88	£1,332.69	£1,734.52	£1,942.11

The most cost effective travel option for your daughter is to purchase an annual return coach pass. These are available at a significant discount compared with purchasing ad hoc travel. A smaller discount is also available for those purchasing annual coach passes for one direction only (AM or PM). The cost per journey is higher for ad hoc journeys due to the variable nature of this travel requirement. All annual coach passes are billed termly, so you don't have to pay for the entire coach pass up front.



1 Go to nhehs.vectare.co.uk to locate your nearest coach stop and book ad hoc or regular travel

2 Make your booking and get instant confirmation

3 Contact Us via the website if you have any questions





Terms & Conditions of Carriage



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1. This agreement is made between all school coach passengers, their parents and Notting Hill & Ealing High School in order to provide safe, comfortable and civilised journeys for all passengers.
2. Arrangements for pupils' journeys to and from school are the responsibility of their parents. To assist with discharging this responsibility, Notting Hill & Ealing High School provides a School Coach Service. Parents are responsible for their daughters at all times including both prior and after boarding and alighting.
3. Transport on the School Coach Service must be arranged in advance and is paid for using credit or debit card.
4. Bookings on the School Coach Service are non-refundable in the event of a pupil failing to travel. Regular travel for fewer than ten journeys per week must be booked for a full academic year, and the days of travel must be consistent from week to week.
5. Bookings are to be made online via nhehs.vectare.co.uk.
6. Each pupil for whom an online form has been submitted will be added to a coach list detailing the service they travel on, their coach stop and what travel has been paid for. Their name will appear on a list, which will be checked by the driver.
7. It is the parent's responsibility to inform the School via the Contact Us form on the website if they no longer wish for their daughter to use the School Coach Service. One full term's notice must be given by a parent prior to the removal of a pupil from the School Coach Service (apart from an ad hoc journey).
8. Any change in prices will be notified with at least a full term's notice. Any changes are usually notified at Easter to take effect the following September.
9. If you wish for your daughter to use the School Coach Service on an ad hoc basis, or to vary the details of their coach travel as a one-off, you should book travel via the online website prior to travel. A charge of £5.12, £9.67, £11.94 or £15.07 per single journey is levied for individual trips depending on location.
10. No pupil is permitted to travel on the School Coach Service if not pre booked for that coach, as they will not be insured to travel. Other arrangements for journeys to and from School must be made by them or their parents.
11. Pupils must travel to and from Notting Hill & Ealing High School in full school uniform or a full school tracksuit (except on approved non-uniform days).
12. Pupils should be at the coach stop 5 minutes before the scheduled time of departure, to ensure they don't miss the service.
13. Good conduct is required at all times. Bullying, shouting, use of foul language, dropping litter, playing music, or any other misbehaviour is strictly forbidden.
14. Except when embarking or disembarking, all passengers must remain seated with their seatbelts fastened correctly.
15. Whilst on a School Coach, all passengers must accept without question the authority of a member of Notting Hill & Ealing High School member of staff, transport company official, school prefect or coach monitor, who may ask them to obey any reasonable instruction such as to pick up litter, desist from certain actions or to move to a different seat.
16. Failure to comply with these conditions may result in disciplinary action, including temporary or permanent withdrawal of permission to use the School Coach Service.
17. Notting Hill & Ealing High School aims for 95% of journeys to operate within the transport industry window of tolerance of one minute early to five minutes late, however timings may vary due to traffic conditions or unforeseen circumstances. Drivers will not wait past the scheduled departure time.



NOTTING HILL & EALING
HIGH SCHOOL

G D S T

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Timetable, route and fare information is correct as of June 2023. This guide is produced for information only. We cannot be held liable for any errors or omissions or for any loss or damages caused, howsoever arising and including consequential losses, as a result of the use of this Coach Travel Guide. Please note that school coach routes are subject to change.