

BVC Routes 1, 2, & 3

Firstly everyone at Cozy's would like to thank everyone that has used the service last year and say welcome to the new users for this coming academic year.

As you will all know the price of fuel has rapidly increased, as well as all our other operating costs, and whilst we have done our best to absorb these costs an increase in prices is unavoidable but we have done our best to keep it as low as possible, as such prices will only increase by twenty (20) pence a day which is £1 a week.

We have also noticed that last year a very large number of parents had registered their children for bus passes but never used the service. For example BVC1 operated with an 82 seater, allowing for a 10% absents due to sickness and other reasons this gives spaces for 90 registered bus passes. We had 91 registered users but only 66 users actually used the service. The same was happening on BVC3 with 83 registered but only 42 user using the service, and BVC2 had 68 registered and only 49 user using the service.

This year the vehicle sizes have been changed to more closely match the number of users using the services. After taking in to account the number of year 11 students that have left and the number of parents that have expressed an interest in the services we will be changing the vehicle size to best match the requirements of those that use the service on a daily basis. Therefore BVC1 will be capped at 70 passengers. BVC2 will be capped at 53 passengers and BVC3 will be capped at 49 passengers.

As the bus pass represents a seat please DO NOT register for a bus pass as a back plan, please only register if you are committed to using the service. Any bus pass that is inactive and not used will be removed.

We have also changed the bus pass system that we will using and as such will bring lots of additional benefits to parents.

The new system is all Website and Mobile phone App based. This will require all parents to re-register via the new website, and download the new app. The new system will also allow you to purchase your child's yearly, termly or weekly/daily bus pass.

Once registered you will be able to see where the vehicle is within the route, receive a push notification to your mobile phone when you child boards the vehicle and arrives at school, and in the event of a delay you will automatic receive a push notification of the delay via the app, payments can also be done via the new website and App by Debit Card only. Bac's Payment are still an option and those using Daily/Weekly will still be able to pay cash to the driver.

The new website is now live for you to create an account, but to allow for processing and the fact your child's pass is a seat on the vehicle we will be opening up the different pass types in stages.

Yearly Passes will be available from mid-day on Monday 8th August.

Termly Passes will be available from Monday 16th August.

On Monday 29th August any remaining seats will be available for Daily/Weekly users to purchase, but this will be on a first come first serviced bases.

Visit the new website here <https://cozytravel.bushub.co.uk/>

Attached is a guide for creating your account and adding your child/children as the traveller.

A separate guide will be available on Monday 8th explaining how to purchase your child's Passes.

If you need any help with setting up your account please contact our office.

Many thanks

The Cozy's Team