

Theale Green School Buses from September 2019

Dear Parent/Carer,

We are delighted to be making some significant improvements to the way we run the various services we provide for local schools in the area for 2019-20, making them easier to use and understand.

New Route Numbers

To help simplify our normal timetables, and identify which bus to catch to school, journeys that go a different way to serve specific schools will receive a separate number. They will be known as the Silverstars routes.

The new numbers for the Theale Green School routes are below, the routes themselves will stay the same as current.

| Old Number | New Number | Route |
|------------|------------|--|
| 15T | 88 | Reading – Tilehurst – Calcot – Theale Green School |
| 28S | 89 | Tilehurst – Purley – Pangbourne – Tidmarsh – Theale Green School |
| 26T | 90 | Reading – Southcote – Beansheaf – Calcot – Theale Green School |

Theale Green School is also served by jet black 1 from Reading and Newbury.

Simplified Ticket Range

We are simplifying ticketing by merging our "Silverstars" and "Silverstars Plus" tickets for school services into our normal "Boost" fares for young people within the relevant ticket zone. This creates a product range that works better for young people, removing the confusion caused by the current range of tickets and allowing the flexibility to use our wider network when desired without any extra cost.

In addition, 90 day tickets will be replaced by term passes covering standard dates of 1 September – 31 December, 1 January to Easter Sunday, and Easter Monday – 31 July each year. The term pass is priced based on the number of school days each year and include all non-school days for free!

Academic year tickets will be extended to cover the full calendar year, giving access to the relevant ticket zone during the summer holiday for free.

There will be some slight increases to Boost ticket prices to reflect the integration of the Silverstars tickets, but still maintaining a significant discount compared to adult fares.

The new prices to Theale Green School from 2 September 2019 will be:

| Duration | How to pay | simplyNetwork |
|-------------|---------------|-----------------|
| Single Trip | On Bus or App | Varies by route |
| 1 Day | On Bus or App | £4 |
| 7 Day | Online or App | £16 |
| 30 Day | Online or App | £61 |
| Term | Online | £185 |
| Annual* | Online | £495 |

* The Annual tickets will also be available to buy in 10 monthly instalments, to help spread the cost of our best value ticket. Just select this option on checkout.

Please remember that Theale Green School is in the simplyNetwork ticket zone, so simplyReading zone tickets are not valid.

The new term and annual tickets will be available to purchase in advance on our website from 31 July – we will confirm this closer to the time on our website and social media. Smartcards start from when you receive the card, so please think carefully about when you order your ticket.

- On Bus tickets cannot be replaced if lost or damaged.
- App tickets require the mobile phone to be switched on when boarding the bus, and the ability to update the security features over the internet.
- Online tickets are issued on a smartcard, which can be cancelled and replaced (for a small fee) if it is lost.

As the largest bus operator in Reading, we recognise our role in transporting school students to and from school. On most dedicated school routes, we use regular drivers who have been subject to Disclosure and Barring Service (DBS) checks for your peace of mind. Most of our buses have CCTV on board to enhance safety and security and can be tracked in real time on our app and website. All of our services are operated by modern, easy access buses, with most offering free WiFi so your child can stay online on the move.

If you have any queries, please contact Customer Services:

Tel: 0118 959 4000

Email: customerservices@reading-buses.co.uk

or call into the Reading bus shop in the Broad Street Mall between 0900-1730 Mondays to Saturdays. Further information is also available at www.reading-buses.co.uk/schools.