



# Code of Behaviour for Children

Availing of transport under the  
School Transport Scheme



**Bus Éireann**

**Bus Éireann | Supporting Safe and Responsible Travel**  
1st Edition - January 2026



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## Purpose



Bus Éireann transports thousands of school children every day, on both our Road Passenger and School Transport Services. When travelling with Bus Éireann, all school children have the right to a safe and enjoyable journey.

Bus Éireann is committed to providing safe transport to and from school for everyone who avails of school transport.

School transport is provided under the Department of Education and Youth School Transport Scheme (herein 'the Scheme').

This Code of Behaviour has been developed for school children availing of transport under the Scheme. The Code advises of the responsibilities while travelling on school transport and the importance of adhering to it.

We aim to create an atmosphere of respect, acceptance, and consideration for others.

Most children availing of transport under the Scheme behave properly. However, sometimes, unsuitable behaviour affects the safety and comfort of fellow passengers, the driver, escorts and/or other road users.

This Code encourages and supports proper conduct to help ensure that transport under the Scheme is safe and enjoyable for all school children.



It also compliments our  
Child Safeguarding Policy Booklet - July 2025

This booklet is available here:  
[child-safeguarding-policy-booklet-july-2025.pdf](#)

# Bus Éireann Local School Transport Offices

Should you require the assistance of our School Transport Team, please call LoCall **0818 919 910** (Monday to Friday 09.00 to 17.00hrs\*).

You can also submit a query via: **Bus Éireann: Contact Us.**

Location	County	Contact
<b>Athlone</b>	Laois Longford Offaly Roscommon Westmeath	<a href="mailto:schools.athlone@buseireann.ie">schools.athlone@buseireann.ie</a>
<b>Ballina</b>	Mayo	<a href="mailto:schools.ballina@buseireann.ie">schools.ballina@buseireann.ie</a>
<b>Cork</b>	Cork	<a href="mailto:schools.cork@buseireann.ie">schools.cork@buseireann.ie</a>
<b>Dublin</b>	Dublin Kildare Meath Wicklow	<a href="mailto:schools.dublin@buseireann.ie">schools.dublin@buseireann.ie</a>
<b>Dundalk</b>	Cavan Louth Monaghan	<a href="mailto:schools.dundalk@buseireann.ie">schools.dundalk@buseireann.ie</a>
<b>Galway</b>	Galway	<a href="mailto:schools.galway@buseireann.ie">schools.galway@buseireann.ie</a>
<b>Limerick</b>	Clare Limerick Tipperary North	<a href="mailto:schools.limerick@buseireann.ie">schools.limerick@buseireann.ie</a>
<b>Sligo</b>	Leitrim Sligo	<a href="mailto:schools.sligo@buseireann.ie">schools.sligo@buseireann.ie</a>
<b>Stranorlar</b>	Donegal	<a href="mailto:schools.stranorlar@buseireann.ie">schools.stranorlar@buseireann.ie</a>
<b>Tralee</b>	Kerry	<a href="mailto:ST.Tralee@buseireann.ie">ST.Tralee@buseireann.ie</a>
<b>Waterford</b>	Carlow Kilkenny Tipperary South Waterford Wexford	<a href="mailto:schools.waterford@buseireann.ie">schools.waterford@buseireann.ie</a>

\*all contact details are subject to change.

# Introduction

This Code provides children and their parents/guardians/carers with an outline of the responsible behaviour expected from children availing of transport under the Scheme.

The aim is to promote the safety and wellbeing of school children, fellow passengers, drivers, escorts, and/or other road users.

We recognise that every child is unique, with their own strengths, needs, and ways of engaging with the world. This Code of Behaviour is guided by the understanding that children grow and develop at different rates. While the standards of the code apply to all, we understand that each child's circumstances may affect how they engage with this code. Our intention is to maintain consistency while implementing a fair and balanced approach to promote a safe and respectful environment for children who avail of school transport.



Unacceptable behaviour will not be tolerated, and the Code details the processes for managing misbehaviour and serious misconduct. It outlines the relevant sanctions which may include assigned seating, suspension and/or withdrawal of school transport.

The Code encourages all children to be safe and responsible passengers.

Transport under the Scheme provides a safe way for children to commute. It supports sustainable travel by encouraging less traffic which reduces congestion and noise pollution, resulting in cleaner air.

We all need to be aware of our environmental impact. As an organisation, Bus Éireann is committed to contributing to a sustainable future.

# Children

All children have the right to enjoy a safe and comfortable journey. They should be respected and treated fairly by fellow passengers, the driver and escort. Children also have a responsibility to behave in a way that ensures their comfort and safety and the comfort and safety of others.

This Code sets out the acceptable standards of behaviour for children travelling on services under the Department of Education and Youth School Transport Scheme.

If a child fails or refuses to observe our standards, this may lead to their transport being suspended and/or withdrawn permanently, reimbursement for any damage caused, prosecution by An Garda Síochána and/or court action.



## CHILDREN'S RESPONSIBILITIES

### Before you leave home:

- Check you have a valid school transport ticket (the school transport ticket remains the property of Bus Éireann).
- Where possible, the child should sign the back of their school transport ticket.

### At the Pick-Up Point:

- Parents/guardians/carers are responsible for getting their child/children to the assigned pick-up point.
- Arrive in good time at your pick-up point.
- Queue properly without pushing or jostling.
- Stand well back from the kerb or edge of the roadside.
- Check that drawstrings, backpack straps, scarves, hanging objects or loose clothing cannot get caught on the handrails, doors, or seats.



- If you drop something outside the vehicle, NEVER try to pick it up. Please tell the driver.
- Be patient and wait for the vehicle to come to a complete stop. Enter in single file, use handrails if available, and take your seat in an orderly way.
- Travel only on your assigned route making sure to board at your assigned pick-up point and get off at your assigned set-down point.

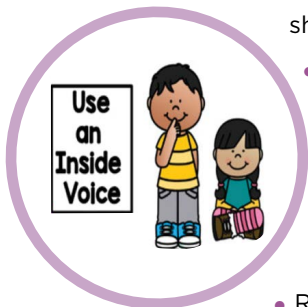
## On the Vehicle

- Follow the instructions of the driver and/or Bus Éireann Service Supervisor.
- Do not distract the driver and/or other road users.
- Never deliberately obstruct the driver's view - your safety is in their hands.
- Never interfere with the driver's vehicle controls, for example, steering wheel, indicators, parking brake, doors, mirrors, etc.
- Be respectful and use good manners. Be polite to the driver, escort (if applicable), and fellow passengers.
- Have your current school transport ticket available for inspection.
- Your school transport ticket is personal to you and should only be used for its intended purpose. You must not lend your school transport ticket to another child or borrow a school transport ticket from another child.
- Keep your school transport ticket safe. Replacement tickets may cost a fee.
- Sit properly on the seat and remain seated for your journey. Where seating has been assigned, make sure to sit in your assigned seat.
- Where available, wear your seatbelt.



- Store school bags and/or equipment underneath your seat or in suitable luggage areas.
- Keep doors, aisles and emergency exits clear of school bags and/or equipment.
- Look after your property and the property of others.
- Respect other people's personal space. Keep your hands, feet, and belongings to yourself.
- Be cooperative. Show care, courtesy, and consideration while on transport.
- Communicate respectfully and politely with others.

- Use an 'inside' voice to speak quietly and calmly. Do not shout or be noisy.



- Chewing gum is not allowed on the vehicle.
- Keep the vehicle clean. Do not leave litter on the vehicle.
- No object is to be thrown at the vehicle. While inside, no object is to be thrown inside or out of the vehicle.

- Report any broken seat belts, damage or wear and tear to the driver.

- Please use ear/headphones if listening to music, videos and/or games.
- Do not play any music, videos and/or games with explicit content and/or lyrics.



- Do not use a personal stereo, mobile phone, or similar device as a source of annoyance to other passengers.
- Respect everyone's privacy. Do not share personal details about other passengers.
- Do not discuss, distribute, display, or share any material that may be considered inappropriate, unsuitable and/or offensive.

- Smoking, including e-cigarettes or vaping, is not allowed on the vehicle.
- Never travel under the influence of illegal drugs, alcohol, or volatile substances such as household chemicals and aerosols.
- The lighting of matches, lighters etc. is strictly prohibited.
- Alcoholic drinks, tobacco, vapes, e-cigarettes, illegal substances, or potentially harmful devices are not allowed to be carried on our school transport services.
- Keep your arms, legs, and head inside the vehicle at all times.
- Physical aggression will not be tolerated.
- Be kind and don't hurt anybody's feelings.
- Be gentle and don't hurt anybody including the driver and escort, if applicable.



- Do not infringe upon the rights or wellbeing of any other passengers. This includes bullying.
- Bullying and cyberbullying of any kind are strictly forbidden.
  - Bullying means when someone tries to severely frighten or hurt another person repeatedly. This can be done in a variety of ways including in person and/or online.

- Cyberbullying means when someone uses social media, text messaging or messaging apps, online chats, online forums, email, and online gaming to say, post and/or share unkind or false content about another person.
- If you think that you are being bullied or someone else is being bullied, you need to tell your parent/guardian/carer, driver and/or a trusted adult.
- A trusted adult is a grown up who will listen, respect and support you.
- Everyone must be treated equally regardless of their race, gender, disability, religion, culture, sexuality, ethnicity, civil or family status.

- Do not use bad language or make inappropriate gestures.
- Do not spit.
- Play fighting and/or rough play is not permitted.
- Do not jump or place your feet on seats.
- You must not vandalise, graffiti, damage, or tamper with the vehicle or its equipment. This includes but is not limited to seats, seatbelts, seat handles, doors, windows, signage, driving controls, alarms, CCTV cameras, emergency exits, and lights.
- Your parents/guardians/carers may have to pay for any vandalism or damage that you cause to the vehicle.
- In cases of an emergency or breakdown, stay calm and follow the drivers, Bus Éireann Service Supervisors and/or the emergency services instructions.
- Children must not use the emergency exits except upon the direction of the driver or other competent authority or in the event of an emergency.
- Be responsible for your conduct when waiting for, boarding/getting off and while on the vehicle.

## At the end of your journey

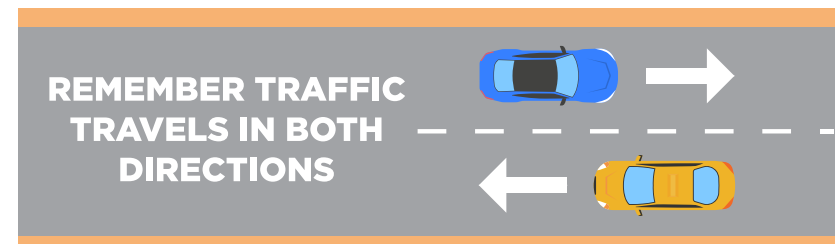
- Wait for the vehicle to come to a complete stop at your destination. Then stand up and exit safely and orderly.
- When getting off the vehicle, please make sure to take all your belongings with you.
- Don't be distracted by your mobile phone while getting off the vehicle and/or crossing the road.
- Remove ear/headphones.
- Whenever you cross the road, ALWAYS use the SAFE CROSS CODE.
- Never cross the road in front of or behind the vehicle. Wait in a safe location until the

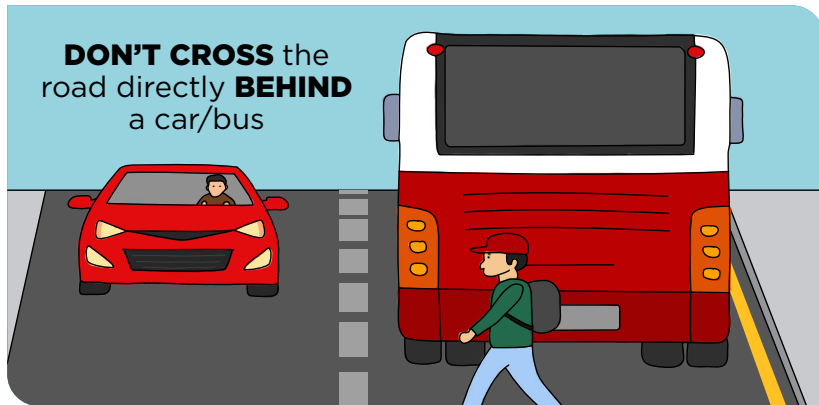
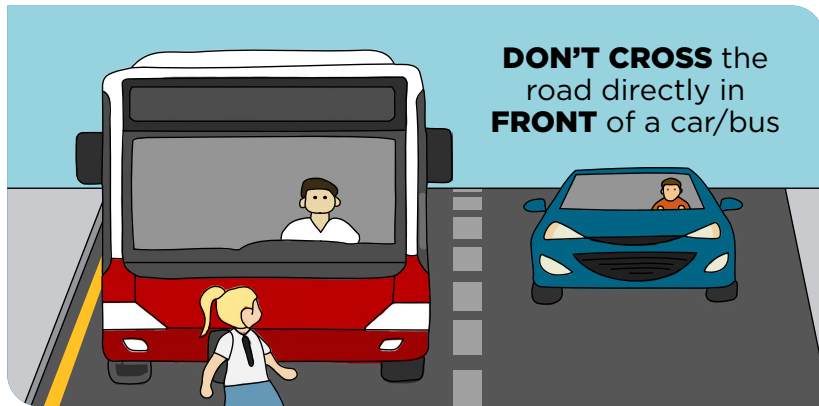


vehicle has moved away and the road is clear of traffic before crossing.

- Never cross at a street corner, a bend in the road, near or the brow of a hill.
- If you see a School Traffic Warden/Garda controlling the traffic, cross at that point and obey their signal.
- Use pedestrian crossings or traffic lights where available. Walk, don't run.
- Stop, look right, look left, look right again, listen, and think before crossing the road. Cross only when it is safe to do so. Keep checking as you cross the road.
- You must never follow or attempt to stop a vehicle after you have got off.

\*This is not an exhaustive list.





## General

Understand that some vehicles are fitted with Closed Circuit Television (CCTV) and Bus Éireann and/or school transport operators may review CCTV footage to substantiate claims and/or investigate an incident.

If you have any worries or concerns about the transport service, please tell your parent/guardian/carer, and/or driver. They can tell the Bus Éireann Service Supervisor and/or the Bus Éireann Local School Transport Office. You can also contact the Bus Éireann Local School Transport Office directly. (See contact numbers and email addresses on page 6 of this booklet.)



**OUR VEHICLES TRANSPORT EXTREMELY PRECIOUS CARGO. THANK YOU FOR DOING YOUR PART TO KEEP SAFE ON AND AROUND THE VEHICLE**

## Parents/ Guardians/ Carers

Parents/guardians/carers play a key role in keeping children safe around and on the transport service. Please familiarise yourself and your child/children with our requirements and expectations of behaviour while on board transport. Please take the time to read this Code with your child/children.



### PARENTS/GUARDIANS/CARERS RESPONSIBILITIES\*

#### Before your child/children leave home

- Help prepare your child/children for their journey. We recommend you teach your child how to secure their seatbelt.
- Discuss the Code with your child/children to make sure they understand it and know the behaviour expected of them. Advise them of the possible sanctions for not following the Code (see page 24).
- Make sure your child has a valid school transport ticket with them, for their designated service, and that where possible, the child has signed the back of their ticket. Tickets may be checked by the driver, Bus Éireann Service Supervisor and other Bus Éireann staff. (The school transport ticket remains the property of Bus Éireann.)
- Lost or damaged tickets should be reported to your Bus Éireann Local School Transport Office by email (see email addresses at the front of this booklet). Replacement tickets may be charged a fee.
- Make sure children do not wear items that could be dangerous, e.g., hanging belts or bags with loose straps.

#### General

- Parents/guardians/carers are not permitted to board and/or travel on designated school transport services.

- Parents/guardians/carers are responsible for ensuring the safe travel of their child/children to and from the assigned pick-up and assigned set-down points.
- Make sure your child/children arrive at the assigned pick-up point in good time.
- Teach your child/children how to cross the road safely. Remind your child to:
  - Stop
  - Look (look right, look left, look right again)
  - Listen
  - Think

## The Safe Cross Code

### Know the Code

One, two, three, safe cross

Four, five, six safe cross

One, two, three, four, five, six, **Safe Cross Code**



Chorus

### Remember

**One** - look for a safe place

**Two** - don't hurry stop and wait

**Three** - look all around and listen before you cross the road remember

**Four** - let all the traffic pass you

**Five** - then walking straight across you

**Six** - Keep watching, that's the **Safe Cross Code**

Safe place **Stop** and **Wait**

Safe place **Stop** and **Wait**

Safe ground **Look Around**

**Listen** for a traffic sound

If traffic's coming **Let It Pass**

Until the road is **Clear at Last**

Then **Walking** straight across the road

**Keep Watching, That's The Code**



- Remember, a child will generally do as you do, not as you say. So set a good example yourself.
- The Road Safety Authority **Safe Cross Code** can help teach your child/children how to cross the road safely.
- Always meet your child at their assigned set-down point. Never meet them on the opposite side of the road and call them across.
- Teach your child/children about safety when availing of school transport and the possible sanctions for misbehaviour/serious misconduct.
- Please communicate respectfully with Bus Éireann, those that operate services on our behalf, and our Local School Transport Office staff members.
- Remind your child/children that they should travel on their assigned route only.
- Please encourage your child/children to behave safely on the vehicle, always remain seated and wear a seat belt where available.
- Expect a regular driver (wherever possible). Please note that occasionally this may not be possible due to operational requirements, illness, emergencies, mechanical failure, etc.
- Understand that seating arrangements on the vehicle can vary permanently or for a set period of time.
- Understand that routes and vehicles may change due to operational requirements and/or unforeseen circumstances.
- In cases of bad weather or other unforeseen circumstances, there may be temporary changes to the transport provided. In some circumstances, it may not be possible to operate a route at all or to serve only part of the route.
- Please park responsibly – thoughtless parking can force children onto the road to get around your vehicle.
- Understand that some vehicles are fitted with Closed Circuit Television (CCTV) and Bus Éireann and/or bus operators may review CCTV footage to substantiate claims and/or investigate an incident.

- Contact Bus Éireann to discuss any matters regarding their child's school transport. Please raise them politely and respectfully with your Bus Éireann Local School Transport Office. (See contact numbers on page 6).
- Parents/guardians/carers may be responsible for any cost of repairs, replacements or damage to the vehicle caused by the vandalism or deliberate act of their child. In certain circumstances, a child may only resume transport once all or part of the repair or replacement costs have been met.
- If transport is suspended and/or withdrawn permanently, parents/guardians/carers are responsible for making alternative travel arrangements. They must meet any costs of such travel arrangements.

\*This is not an exhaustive list.

## Emergency Incidents

- For school transport for children with Special Educational Needs (SEN), where a parent/guardian/carer is not at the designated set-down point to collect a child, the driver will communicate this to the relevant Bus Éireann Service Supervisor and/or the Bus Éireann Local School Transport Office. Depending on the circumstances, the child may be taken to the nearest Garda Station and where feasible, this is communicated to the parent/guardian/carer.

**This provision would only be used in emergency incidents. It serves to provide safe refuge for a child should extraordinary situations arise and is only undertaken in exceptional circumstances.**

**REMEMBER - BUS DRIVERS ARE  
THE PEOPLE WHO TRANSPORT CHILDREN  
TO THEIR FUTURE!**

If your child no longer needs school transport, please cancel your school transport application online. The seat may be made available to another child.

If you have received your ticket, please contact your Bus Éireann Local School Transport Office quoting your family ID for further information.

## Incident Reporting

**For Bus Éireann to manage incidents of poor behaviour concerning school transport, these incidents need to be reported to Bus Éireann so we can investigate them and take any necessary action.**

Where possible, whether the incident relates to a child's behaviour or concerns regarding the vehicle, service, driver or escort (if applicable), please provide a written report and include as much detail as possible such as:

- Information of the alleged incident
- The name and address of the school
- The name of the driver/operator
- The date and time of the journey on which the alleged incident occurred
- Your child's name

Reports submitted to your child's school about their school transport may not always reach us for investigation. Therefore, you must communicate directly with Bus Éireann. Please report incidents as soon as they occur.

## Misbehaviour/Serious Misconduct

Behaving unsuitably on a vehicle places the safety and wellbeing of all on board at risk. From time to time, it may be necessary to impose sanctions on children who do not meet an acceptable standard of behaviour. It is not definitive that in every case of misbehaviour or serious misconduct a sanction will be applied regardless of other circumstances. Each case will be considered on its merits.

Depending on the degree of misbehaviour/serious misconduct, general correspondence may be issued to parents/guardians/carers of the relevant service and/or children may be assigned seating, have their transport suspended for a set period of time and/or withdrawn permanently. This will be decided by Bus Éireann.

## Misbehaviour

In the event of misbehaviour by school children, such as failing to follow the driver's instructions, using bad language, or not remaining seated, the child may be required to:

- Provide an assurance to the driver that there will not be a repetition of the misbehaviour (verbal warning).
- If there is a recurrence, the driver may request the Bus Éireann Service Supervisor speak to the child/children alleged to be involved in the presence of the school principal, school teacher and/or parent.
- Following an incident of misbehaviour, a parent/guardian/carer and child may be required to return a signed **'Undertaking of Good Behaviour Form'** to the Bus Éireann Local School Transport Office. (See sample in Appendix 3.)
  - Failure to sign and return the Undertaking of Good Behaviour Form may result in transport being withdrawn.
  - Where transport has been suspended, the signed Undertaking of Good Behaviour Form must be received by Bus Éireann before a child resumes transport.

The matter will be concluded at this point. If there is a similar recurrence after this procedure is exhausted, the matter will be treated as a serious misconduct.

Depending on the nature of the matter, the matter may also be referred to Tusla Child and Family Agency.

Alleged incidents may be deemed as serious misconduct from the outset.

## Serious Misconduct

When the alleged misconduct reported to Bus Éireann is serious, the Manager School Transport and/or the Senior Regional School Transport Manager can provide instructions as to what action should be taken.

*This may result in:*

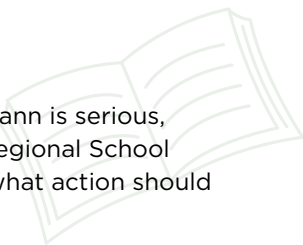
- Providing a signed Undertaking of Good Behaviour Form, that there will not be a repeat of the misbehaviour. If the child does not comply with this undertaking, further sanctions may apply including suspension from transport and/or withdrawal of transport permanently.
- Where necessary, a final written warning may be issued.
- A written request to parents/guardians/carers to reimburse Bus Éireann for any costs of repairs, replacements or damage to the vehicle caused by the vandalism or deliberate act of their child. In certain circumstances, a child may only resume transport once all or part of the repair or replacement costs have been met.

Parents/guardians/carers may be notified of these actions by telephone and will receive correspondence by post or email. If the parents/guardians/carers are not available by telephone, the Bus Éireann staff member may hand deliver the correspondence to the address on the child's school transport application.

Serious misconduct matters will be investigated by Bus Éireann who may consult with the Department of Education and Youth, Tusla Child and Family Agency, An Garda Síochána, the relevant school Board of Management/School Principal and/or Deputy Principal and any other relevant party as appropriate and necessary.

Depending on the nature of the matter, the matter may also be referred to Tusla Child and Family Agency.

Bus Éireann may in certain circumstances refer matters to An Garda Síochána. This could result in a criminal investigation and may lead to criminal charges being brought against the relevant individual/individuals.



If parents/guardians/carers have any questions about the decisions taken, they should contact their Bus Éireann Local School Transport Office.

Where, following investigation of an alleged incident, it is not possible to identify the child/children involved, Bus Éireann may withdraw the relevant transport service for a specified time and/or permanently.

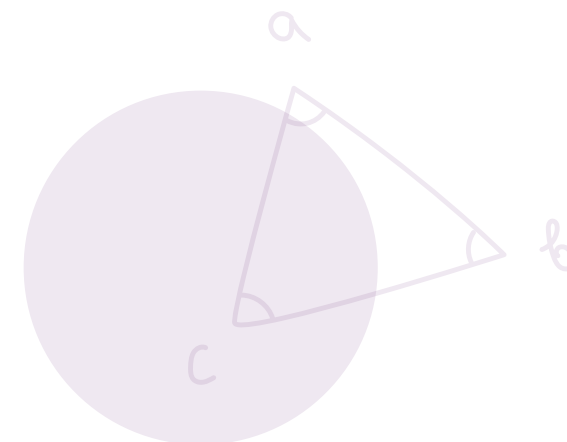
A first report of **Serious Misconduct** may result in transport being suspended and/or a warning letter about the serious misconduct being sent to the parent/guardian/carer of the relevant child/children.

Following an incident of misbehaviour and/or serious misconduct, a parent/guardian/carer and child may have to return a signed **'Undertaking of Good Behaviour Form'** to the Bus Éireann Local School Transport Office.

Failure to sign and return the Undertaking of Good Behaviour Form may result in transport being withdrawn.


**Where transport has been suspended, the Undertaking of Good Behaviour Form must be received by Bus Éireann before a child resumes transport.**

Repeat offences or continued misbehaviour may lead to school transport being removed for a period of time as set by Bus Éireann and/or transport withdrawn permanently.



## Investigations by Bus Éireann

An investigation by Bus Éireann may involve;

- Interviewing the child/children in the presence of the School Principal/Deputy School Principal/Teacher with the consent of their parent/guardian/carer.
  - Issuing correspondence to parents/guardians/carers notifying them of misbehaviour on board their child's school transport service.
  - Interviewing and/or obtaining a statement from the driver and/or contractor and parent where appropriate.
  - Bus Éireann Service Supervisor may provide a Circle Chat<sup>1</sup> on the vehicle.
  - Obtaining and reviewing any available CCTV footage from the vehicle.
  - Liaising with parents/guardians/carers as necessary.
  - Liaising with school authorities where appropriate.
  - Engaging and cooperating with relevant State authorities.
- 

## Sanctions

Responding to unacceptable behaviour;

In cases of misbehaviour/serious misconduct, sanctions can be imposed by Bus Éireann. These are the measures that may be taken when a child fails or refuses to observe the Code's standards. If transport is suspended and/or withdrawn, parents/guardians/carers are responsible for making alternative travel arrangements. They must meet any costs of such travel arrangements.

A sanction aims to bring about a change in behaviour by helping a child to understand that their behaviour is unacceptable. Also, for them to recognise the effect of their actions and behaviour on others. They are also intended to prevent disruption and to keep children, other passengers, the driver, and escort (if applicable) safe and maintain the safe operation of the service.

<sup>1</sup>A Circle Chat is an informal conversation which reminds children of their responsibilities and the expected behaviour when travelling on our transport services.

The following sanctions have been agreed upon in consultation with the Department of Education and Youth:

1. A verbal warning by the driver and/or Bus Éireann Service Supervisor to the child/children.
2. Bus Éireann may issue a warning letter to the parent/guardian/carer of the child/children.
3. The parent/guardian/carer of the child may be required to return a signed 'Undertaking of Good Behaviour Form' to Bus Éireann. This states that there will not be a repeat of their child's misbehaviour. If the child does not comply with this, further sanctions may apply including assigned seating, suspension from transport and/or withdrawal of transport permanently.
4. Failure to sign and return the Undertaking of Good Behaviour Form may result in transport being withdrawn.
5. Where transport has been suspended, the Undertaking of Good Behaviour Form must be received by Bus Éireann before a child resumes transport.
6. Transport may be suspended for a specified period as determined by Bus Éireann.
7. Where necessary, a final written warning may be issued.
8. Transport may be withdrawn permanently.

Depending on the circumstances, where transport is being suspended or withdrawn, the child/children will be allowed to travel home on their designated service and the parent/guardian/carer will be advised of the circumstances by Bus Éireann. Correspondence will be issued to the parent/guardian/carer detailing the sanction imposed within five working days.

## Confidentiality

Great care will be taken to make sure that all matters to do with an investigation of alleged misbehaviour/serious misconduct are dealt with in confidence.

Your personal information is protected under data protection laws, General Data Protection Regulations (GDPR). It will be used for the management of the school transport service and to keep you safe.

## Appeals

Decisions to suspend and/or withdraw transport can be appealed in writing or by email to:

**Chief Schools Officer,  
Bus Éireann,  
Broadstone,  
Constitution Hill,  
Dubin 7,  
D07 X2AE.**

[STbehaviourappeal@buseireann.ie](mailto:STbehaviourappeal@buseireann.ie)



## Definitions

School Transport Services – this includes school transport services operated by Bus Éireann on behalf of the Department of Education and Youth. It also includes school transport services operated by private operators under contract to Bus Éireann on behalf of the Department of Education and Youth and scheduled services which children avail of under the Department of Education and Youth School Transport Scheme.

**The term ‘child’ or ‘children’ describes any person under the age of 18 years.**

**THIS CODE IS FOR YOUR SAFETY AND THAT  
OF OTHER PASSENGERS. PLEASE ALLOW  
EVERYONE TO ENJOY THEIR JOURNEY.**

**Note:** Contact details and email addresses correct at time of production.

## Appendix 1 – Sample of Misbehaviour/Serious Misconduct

The following is a list of samples but does not provide an exhaustive list regarding misbehaviour/serious misconduct. Bus Éireann may change and update the samples.

A sample listed as misbehaviour may fall under the remit of serious misconduct depending on the circumstances of the alleged incident.

**MISBEHAVIOUR - This category includes minor offences but is not limited to behaviour that may be irritating or unpleasant.**

- Distracting the driver with persistent noise
- Failing to wear a seatbelt, where available
- Failing to present and/or misuse of a school transport ticket
- Smoking or vaping, including e-cigarettes
- Use of offensive language or gestures
- Pressing the stop button continuously
- Behaving in a manner that adversely affects the comfort and/or safety of you and/or other passengers
- Playing music, videos, and games loudly
- Fighting on the vehicle
- Standing and/or refusing to take a seat and/or remain seated
- Swinging on handrails
- Preventing others from getting off at their assigned set-down point
- Throwing objects at the vehicle. While inside, no object is to be thrown inside or out of the vehicle.

**SERIOUS MISCONDUCT - This category includes serious offences.**

- Bullying, intimidation, and harassment of other passengers

- Displaying materials of an offensive, inappropriate, pornographic, threatening, abusive or defamatory nature on a device such as a mobile phone, tablet, laptop, portable game console, etc.
- Allowing any part of their body to stick out of the vehicle
- Verbally threatening the driver
- Fighting on the vehicle
- Racism
- Vandalise or damage the vehicle
- Spitting or discharging other bodily fluids (including urine and mucous)
- Exposing body parts
- Pushing people out of the doors or windows
- Interfering with the driving controls or the emergency door release
- Assaulting the driver and/or other passengers
- Interfering with safety equipment
- Recklessly or negligently risking the safety of other passengers or themselves
- Carrying a weapon or dangerous items
- Using matches, lighters, or other flammable items

A sample listed as serious misconduct may fall under the remit of misbehaviour depending on the circumstances of the alleged incident.

Where it is deemed necessary, Bus Éireann may engage with the school authorities regarding incidents of bullying behaviour on board the school vehicle.

As a member of the wider school community, if you witness bullying behaviour towards a child/children, the Department of Education and Youth [Bí Cineálta Procedures to Prevent and Address Bullying Behaviour for Primary and Post-Primary Schools](#) may be of assistance to you.

## Appendix 2 - Sample of Suspension Letter to Parent/Guardian/Carer

Please note that this is a **sample only** and may be amended at Bus Éireann's discretion.

Bus Éireann – Irish Bus  
<http://www.buseireann.ie>

**Private and Confidential**  
Parent/Guardian of XXXX  
1 Main Street  
Dublin  
Rep. of Ireland



Insert date

Dear XXXX

**Re: Private and Confidential**

I refer to school transport arrangements for your child XXXX to XXXX.

It has recently been brought to Bus Éireann's attention that XXXX has been involved in an alleged incident of misbehaviour/serious misconduct on the school bus.

Any child(ren) whose behaviour constitutes a threat to the safe operation of the service or the safety and welfare of other passengers, the driver or the escort of the vehicle may have their transport facilities withdrawn.

Due to the seriousness of the alleged incident, XXXX transport provision on our school transport services have been suspended from XXXX.

Upon receipt of an Undertaking of Good Behaviour Form, XXXX can resume transport on XXXX.

Please see attached Undertaking of Good Behaviour Form which should be signed by you and XXXX and returned to Bus Éireann by email to XXXX.

Failure to sign and return the Undertaking of Good Behaviour Form to Bus Éireann, may result in transport being withdrawn.

Children availing of school transport services are expected to behave in a responsible manner. In instances where misbehaviour on a school transport service continues, transport may be withdrawn permanently at the discretion of the Bus Éireann Manager.

Children's welfare and safety is of paramount importance to Bus Éireann, and we seek your co-operation to discuss with your child the importance of good behaviour whilst travelling on our school transport services.

Yours sincerely,

\_\_\_\_\_  
**Bus Éireann**

## Appendix 3 - Sample of Undertaking of Good Behaviour Form

Please note that this is a **sample only** and may be amended at Bus Éireann's discretion.

### School Transport Service

#### Undertaking of Good Behaviour Form

**Private & Confidential**

**Pupils Name:** \_\_\_\_\_

**Parent/Guardian/Carer Name:** \_\_\_\_\_

**Parent/Guardian/Carer Address:** \_\_\_\_\_

To Whom it May Concern,

I undertake to always conduct myself properly while travelling on the School Transport Service to [insert relevant school name].

I understand that this means that I will behave in a dignified, courteous, and responsible manner towards my fellow passengers, the School Transport Driver, Escort and/or Bus Éireann Service Supervisor.

I will follow the instructions of the School Transport Driver, Escort and/or Bus Éireann Service Supervisor.

I understand that these requirements are in place to ensure the continued health, safety, and welfare of all passengers on the School Transport Service and to maintain the safe operation of the service.

I understand that in instances where misbehaviour and/or serious misconduct on a School Transport Service continues, my transport provision may be withdrawn permanently at the discretion of the Bus Éireann Manager.

Failure to sign and return the Undertaking of Good Behaviour Form to Bus Éireann, may result in transport being withdrawn.

Please sign below to confirm that you have read, understand, and agree to comply with the conditions outlined above.

**Pupils Signature:** \_\_\_\_\_

**Parent/Guardian/Carer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_ DD / MM / YYYY

This form should be completed in full and returned to:

Manager School Transport or the Regional School Transport Manager, Bus Éireann, [insert relevant area] by email [insert relevant email address].







***Bus Éireann***

[www.buseireann.ie](http://www.buseireann.ie)