



Success through respect, skills, learning and achievement

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Headteacher: Mrs Claire Whitmore

September 11th 2018

Dear Parents/Carers of students using Country Lion Bus from Harpole (430)

Further to my letter dated 7th September 2018, I was made aware of another problem with the service from Harpole this morning. I have spoken to Country Lion who have advised me that today's issue was caused by a breakdown of the bus. Country Lion and I would like to apologise and recognise the concern this has caused.

It has been confirmed with me today that with effect from Wednesday 12th September 2018 your son/daughter who use the service of Country Lion should be at their designated bus stop 15 minutes **earlier** than the published times issued for the **academic year of 2017 to 2018**.

Please note that unfortunately the buses are **not able to wait** for anyone who is late, as this has a knock on effect on the remainder of the pick-up times. However, should it be that due to exceptional circumstances, such as the breakdown which occurred earlier today, the students **should wait** at the designated bus stop - a replacement bus will always be sent.

Thank for your patience and understanding.

Yours sincerely

Claire Whitmore
Headteacher

