



Dear Parents, Guardians and Students.

As we approach the start of the new academic year, here's everything you need to know about travelling with Zeelo to feel confident and ready.

Before you travel

- Make sure you've booked your ticket and selected the correct service

Important Note:

- Single and Return tickets are booked for specific journeys. You select the date of travel at the point of purchase.
- Ride bundles give you credits to use on future trips. You must book specific trips in advance using your ride bundle credits.
- Travel Passes allow travel for the duration of the pass e.g., Autumn Term Pass. As students may not need to travel every day you are not pre-booked. You will need to confirm your travel in advance via the app, so the driver knows to let the student on.
- Check your stop location and timings in the app, as they may have changed from last year
- Ensure notifications are enabled so you receive important updates

You can find step-by-step guidance here:

- [Accessing the booking page](#)
- [Ticket options available](#)
- [Managing notifications](#)

On the day of travel

- Please arrive at the stop **5 minutes before** the scheduled departure time
- Students should be ready to board with their pass when the vehicle arrives
- The driver will have a list of registered riders

You can track the bus in real time using the app or web app. You will find a step-by-step guide here:

- [How to track the bus](#)

Important: Within your Zeelo account, you can add up to 3 followers. A follower will receive email updates about a journey taking place now and will be sent a vehicle tracking link via email. This link allows you to view live tracking on the Zeelo website. Followers cannot make

or alter bookings, as this feature is only available to the Account Holder. If you wish, you can add a student as a Follower to allow them access to vehicle tracking. View this article for more information.

- [How to add a follower](#)

During the journey

- You'll receive updates via the app if notifications are enabled. Please review the articles below to understand how notifications will be received and the difference between the account holder and the followers you add to the account.
- Our services are designed to provide a safe, reliable journey to and from school, giving you peace of mind.

Please note: Notifications depend on mobile network coverage, which can occasionally be interrupted. If this happens, your messages will be delivered as soon as your connection is restored. See the below article for more information on this:

[Managing notifications](#)

[The difference between a follower and an account holder](#)

After the trip

We'd love to hear your feedback - this helps us improve the service:

- [How to leave a rating after a trip](#)

Need help?

If you have any questions, our Support team is here to help:

- [Zeelo Help Centre](#)
- [Contact Support](#)

We look forward to welcoming students on board.

Kind regards,
The Zeelo Team