

Booking Concierge – Terms & Conditions

1. Submitting Travel Preferences

1.1 When you complete the travel preferences via the form or over the telephone, you are asking our concierge team to find the most suitable travel pass for your child(ren).

1.2 Please note: submitting the form does not guarantee a booking.

2. New vs Returning Families

Returning families (already using Zeelo):

2.1 You must complete the form using your information stored on your Zeelo account. Email must match the email you use to log into your Zeelo account

2.2 We will review your request and work on your booking within 24 hours

Pre-admission families (new to Zeelo):

2.3 You can submit your preferences before creating an account

2.4 We will safely hold your request until your child is fully registered with the School

2.5 Your travel pass will be arranged once your account is set up

3. Our Concierge Service

3.1 Our team will review your preferences and recommend the best available travel option. We always aim to match your needs, but all options are subject to availability.

3.2 Booking Concierge is only compatible with Travel Pass purchases (regular travel) and is not capable with Ride Bundle purchases which are designed for flexible travel.

4. Payment & Securing Your Place

4.1 Once we match your request with a suitable option, we will send you a payment link by email

4.2 You will have 6 days to complete payment

4.3 Direct Debit is available as a payment option for travel pass purchases. Where selected, the first payment will be collected on the date of your child's first trip. For example, if a Direct Debit is set up in May for the upcoming academic year, the first payment will be taken at the start of term in September.

4.4 Your place is only secured once payment is made

4.5 Reminder emails will be sent as you approach the payment link expiry date

5. If Payment Is not completed successfully within 6 days

5.1 The booking request will be cancelled

5.2 The place will be released to general sale

5.3 Availability may change if you reapply, as seats are subject to availability

6. Availability

6.1 Seats and travel passes are limited and not guaranteed

6.2 If the route you require is not available, then the Concierge team will explore other options with you

6.3 Your place is only confirmed once payment has been completed

7. Commencement of travel services

7.1 Bookings open at the digital launch (when tickets go on sale)

7.2 Travel will begin in September 2026 (start of academic year)

8. Managing your trips

8.1 Your travel pass will appear in your account once payment is made

8.2 Trips will show in the app around 1 week before travel starts (if your first trip is 4th September, then trips will show from 24th August)

8.3 After that, you'll always see a rolling 2 weeks of upcoming trips every Sunday.

9. Making changes to Travel Preferences

9.1 You can update your child's regular travel days in the app at any time

9.2 Changes will take effect from the next Sunday after 4:00 am

9.3 If you need to change a trip happening within the next 2 weeks, please contact our Care Team. Contact information can be located on the booking page.

10. Providing Accurate Information

10.1 Please make sure all details submitted are accurate and complete, as this helps us find the best travel option for your child.