

Securing your child's school transport for 2024/25

This document outlines the process for purchasing a deposit ticket for your child's school transport for the 2023/24 school year. For further information please contact <u>schools@masonscoachhire.co.uk</u>

Step 1: signing in (existing users) or registering (new users)

If you already have a customer account, please go to <u>masonscoachhire.bushub.co.uk</u> and sign in using your registered email address and password. Once you have entered your details hit the blue 'Log in' button and continue to step 2.

[If you have forgotten your login details then click on the 'Forgot your password?' link and follow the instructions.]



New users can create an account by completing the box which sits at the bottom right of the homepage; you should use your own details here, not your child's. You will need to agree to the terms and conditions in order to register. You will also receive a registration email once you have successfully created your account, and you will need to verify your email address before you can move forward with your purchase.

Child I wanted	Create an account	
	First Name Joe	
	Last Name Bloggs	
	Email joe.bloggs@gmail.com	
	Confirm joe.bloggs@gmail.com	-
	Password	
	Your password must be at least 10 characters long, contain 1 numeric value and 1 special character.	
	Our terms and conditions I acknowledge and agree that when I purchase a ticket, or travel on a service, our terms and conditions shall apply	



If you are a new user, once you are on the 'dashboard' (main screen) of your customer account you will be able to see an option called 'My Account' on the left-hand side.



Please click on 'My Account' and populate the screen shown below with all your contact details. You will also need to add a photo here. The system expects this to be a photo of you, but it could be a photo of anything—yourself, your pet, the view from where you are sitting or any other image you can easily find. We apologise if this step seems a little unnecessary, it is a quirk of the system unfortunately.

Masons mini bus & coach hire	← Back to main website 📜 1 L Christopher Nice マ
A Dashboard	First name
🏜 My Travellers	Your first name
My Tickets	This field is required.
	Last name
-3 Order History	Your last name
My Account Deload a new photo	This field is required.
Ge Sign Out	Phone number
	Please supply a telephone number
	Mobile
	Please supply a mobile number
	This field is required.
Address line 1	Town or city
Address line 2	Postcode



Step 2: view tickets

Once you have logged in to your account, go to the 'Dashboard' page and click the 'View tickets' button.



Step 3: select your school

Now select the school which your child will be travelling to and hit 'Continue'.

BACK TO MAIN MENU Application progress	Select your school		
Choose school			
Choose route		ALLS	
Choose bus pass	A Design and the		
O Traveller details	Aylesbury Grammar	Aylesbury High School	Sir Henry Floyd
O Verify information	School	Walton Road	Grammar School
	Walton Road Aylesbury HP21 7SX	Aylesbury HP21 7RP	Oxford Road Aylesbury HP21 8PE
	Continue	Continue	Continue



Step 4: choose your route and pick-up stop

On this page you can select your school route (scroll down to view all available services) and then your pickup stop from the dropdown menu. Very occasionally, a stop name may not match exactly to how we refer to the stop on our website timetable (this is because the online portal draws its stop names from a national database of official stop names, which are not always brilliantly helpful). If you are unsure, please click 'View timetable' above the dropdown box and cross check the drop-off/pick-up time against our website to help you choose the right stop.



Step 5: secure your seat with a deposit payment

Having selected your school service and pick-up stop, you can now reserve your child's seat by agreeing to the £100 deposit (tick the box) and hitting 'Continue'.





Step 6: select traveller

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On this page you select the person (your son or daughter) who is to receive the ticket you have purchased. If you have already added a "traveller" to your account, then their name will appear in the top box (see image 1 below). [If your account was set up with your child as the customer, you can select 'I am the traveller' here.]

To create a new or additional traveller*, follow the on-page instructions and provide full contact details (and a photo of your child). It is very important that the email address you enter for your child here is **not** the same as your own.

*Once the details have been provided for your new traveller, the system will automatically create them an account and email the login information to the specified traveller email address. Please note that on the screen shown below, the child would display as 'Joe Bloggs (unregistered)' if the email address had not yet been verified—this will not stop you continuing with the ticket purchase.

Image 1

Application progress	Select traveller	
Choose school	Please use the form below to select and existing	j traveller or to create a new traveller.
Choose route	SELECT AN EXISTING TRAVELLER	
Choose bus pass	Traveller I am the traveller Joe Bloggs	
Traveller details Verify information	Go back Finish later	Save and continue
CREATE A NE	W TRAVELLER	
Please note: One login information	te the details have been provided for your new to the specified traveller email address.	raveller, we will automatically create an account and email the
First Name		Address line 1
		4 Sedgemoor
Last Name		Address line 2
		Southend-on-Sea
Date of birth		Town/City
dd/mm/yyyy		Shoeburyness
Mobile Numbe	er	County
Email Addres	S	Postcode
		SS3 8AX
Profile Image		Add traveller



Step 7: verification process

The site will now display the full details of your booking. Please check and confirm that all account, traveller, trip and ticket information is present and correct. If anything is missing or needs updating then click on the relevant section of the menu bar on the left-hand side of the page.

Once you are happy that all details are correct you need to agree to the Conditions of Carriage and hit 'Save and continue'.

At this point, the system may ask you to upload a photo of yourself (if there is not one already stored in the system). The system expects this to be a photo of you, but it could be a photo of anything—yourself,

your pet, the view from where you are sitting, or any other image you can easily find. We apologise if this step seems a little unnecessary, it is a quirk of the system unfortunately and must be completed before you can continue. Once you have added a photo, you will need to go back to the dashboard to find your part-complete ticket purchase; please click on it and continue to step 8.

Step 8: review order and make payment

Once you have reviewed your order you can purchase your child's deposit ticket by making the £100 payment. Follow the usual onscreen payment instructions and hit 'pay now'. PLEASE NOTE: it can take up to 60 seconds for our system to be notified by the payment gateway that a payment is complete. The payment may show as 'checking status' during this time – please be patient. You will receive an email once the payment has been completed. Only one payment can be made at a time – if you have more than one child you will need to purchase each ticket separately.



← BACK TO MAIN MENU
Application progress
Choose school
Choose route
Choose bus pass
Traveller details
O Verify information



Step 9: payment and order confirmation

Once your payment has been accepted you will receive an email notification confirming the transaction has been completed and your child's seat reserved.

Once you have purchased your child's deposit ticket their space will be guaranteed for September, BUT you must purchase their annual/instalment ticket within our timescales in order for this guarantee to stand (please note that your direct debit is NOT automatically renewed each year). We will email you again in June with further instructions.