

Dear Parent/Carer

We're pleased to share an update about school transport in the Vale of Glamorgan.

From September 2026, we'll be introducing digital bus passes on all secondary school transport.

### What is changing?

Instead of a printed bus pass, your child will use a digital pass in the BusBuddie app on a phone or similar device. The pass includes a QR code, which is scanned when they get on the bus.

#### Android (Google Play):

<https://play.google.com/store/apps/details?id=busbuddie.valeofglamorgan>

Apple App Store (iPhone): [tap here](#)

View the guide: [tap here](#)

### Important – Registration Required

To receive a digital bus pass for September 2026, registration must be completed by **24<sup>th</sup> July 2026**. Parents/carers must first download the BusBuddie app and create their account. Once the parent/carers account has been set up, the pupil registration must then be completed. Full instructions are available in the BusBuddie guidance document. Registration must be completed by the deadline to allow the School Transport Team sufficient time to allocate passes before the start of the new academic year. Please note that pupils will **not** be issued with a bus pass if registration has not been completed by the stated deadline.

### What are the benefits?

Using digital bus passes will help to:

- keep children safe when travelling
- help us understand how school transport is being used
- sort out questions or problems more quickly
- share updates about school transport more easily
- reduce the chance of passes being lost or damaged

### Pupils without access to a mobile device

We know that not every child will have access to a phone or device, and some families may prefer not to use a digital pass.

Date/Dyddiad June 2026  
Ask for/Gofynnwch am  
Telephone/Rhif ffôn  
Fax/Ffacs  
e-mail/e-bost

The Vale of Glamorgan Council  
The Alps, Wenvoe CF5 6AA  
  
Cyngor Bro Morgannwg  
Yr Alpau, Gwenfô CF5 6AA  
  
www.valeofglamorgan.gov.uk  
www.bromorgannwg.gov.uk



If this is the case, please contact the School Transport Team: email [schooltransport@valeofglamorgan.gov.uk](mailto:schooltransport@valeofglamorgan.gov.uk). We'll work with you to make sure your child can travel as normal, you will still need to download the app and complete the registration details.

### **When a phone can't be used**

We understand that phones don't always work as expected. If your child cannot show their digital bus pass, they will still be able to travel.

This could be because of:

- a dead battery
- a forgotten device
- a lost or broken phone
- app or signal issues

### **What you can do**

If your child cannot use their phone, you can:

- apply for a temporary pass in the app
- email the pass to yourself and print it at home

### **What will happen**

- Drivers may allow travel at their discretion in the morning
- Schools can provide a temporary pass for the journey home
- If a phone is broken or unavailable, the school can issue a temporary pass while this is sorted

We'll work with you to make sure your child can continue to travel, even if there are any issues with their pass or device.

### **Data protection and safeguarding**

We only use journey information to help manage school transport and keep children safe. Your information is handled securely and in line with data protection laws.

To find out more, you can read our privacy policy:

View privacy information: [tap here](#)

**If you have any questions about the trial, we're here to help.**

You can contact: The School Transport Team, 02920 673147, [schooltransport@valeofglamorgan.gov.uk](mailto:schooltransport@valeofglamorgan.gov.uk)

Thank you for your support as we work together to improve school transport across the Vale of Glamorgan.

Kind regards,

School Transport Team

Vale of Glamorgan Council