

Service Agreement Timescales

Please see below the Service Agreement timescales with regards to Education Travel:

Application Processing

Current year applications

- while we deal with these as quickly as possible, it should be noted that it can take 20 working days to process
- you should be able to see your application on the [Application Tracker](#) 24 hours after submitting it

Next year (September) applications

- we can accept new applications for September from 1st March of the same year
- applications for September, received after 31 July are classed as late applications and we cannot guarantee transport will be arranged in time for the start of the Autumn term
- you will not be able to see any updates on the [Application Tracker](#) until the beginning of July; we are unable to provide any updates until this time

Payment Processing

Payments are dealt with as quickly as possible, however, please note that this can take up to 10 working days to process during our busy periods.

Appeals

- we have 20 working days to consider your appeal and advise you of the decision
- we may request further information from you, to help to make a decision and we will not include the time it takes for you to reply, in our 20 working day timescale

Dashboard Enquiries

We will reply as soon as possible but during busy periods it may take **up to 5 working days**.