



16 January 2023.

Dear Parents and Guardians,

I am pleased to introduce our new Transport Software Partner, Kura.

Kura is a technology and transport services company, supporting parents and schools in delivering a safer, greener, smarter travel for their pupils and employees.

Parents and Guardians will be able to benefit from the Kura Parent app's features including the ability to secure bookings on the home to school service (from Sept 2023) on their mobile device, monitor their own child's journey to school and know when and where they get on and off the bus. The app also sends notifications when a bus is not running to the expected schedule as well as giving school staff better control of the service.

Kura software is by invite only, please do not download and register prior to receiving an invite as you won't be able to see any information. If your child currently uses one of the school minibuses you will be sent an email with a secure link to set up your account to the email you have registered with the school. The 'Welcome to Kura' emails will arrive from welcome@ridekura.com and will be sent out on Wed 18th January. You will also receive a 'Getting started with Kura' guide which provides you with all you need to know about using the app and portal.

If an invite has not appeared in your inbox, please do check your spam file. If you have not received one and your child/children use either the home to school or shuttle service, please email transport@royal.surrey.sch.uk

Once you receive your email invitation, please download the Kura App which is available in both the Google Play Store and Apple's App Store.

Bookings for this term have been secured for you in the Kura system matching those placed for Term 1. Once you have logged into the Kura app, please check that the journeys booked reflect the requirements of your child. If your schedule needs amending please remove any unwanted journeys and add any further requirements via the Kura App or Portal. Term 3 bookings will be rolled over from term 2 bookings. Please note all bookings for academic year 2023/24 must be secured via the Kura App or Portal, and all parents will receive an invite during the summer term break advising how this can be done.

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The Royal School's President: HRH The Princess Royal

Prep School, Portsmouth Road, Hindhead, Surrey, GU26 6BW

Senior School & Sixth Form, Farnham Lane, Haslemere, Surrey, GU27 1HQ

01428 607 977 (Prep) 01428 605805 (Senior)

admin@royal.surrey.sch.uk

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Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

www.royal-school.org





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Easy to use guides for Kura software and its functions can be viewed by visiting
www.ridekura.com/observer-app-guides.

Specific details on how to make or change bookings can be found here:
<https://ridekura.zendesk.com/hc/en-gb/sections/360003716078-Making-or-Changing-a-Booking>

Further information can also be found on Kura's main FAQ page
<https://ridekura.zendesk.com/hc/en-gb>.

The current home to school bus route can be viewed by visiting:
[Current Bus Routes.pdf \(royal-school.org\)](http://royal-school.org/Current%20Bus%20Routes.pdf)

- **Your dedicated transport email address will be: - transport@royal.surrey.sch.uk**
- **For any issues please call: - 01428 605805**

I am sure there will be some teething problems along the way, so please do bear with us while we work these through, but it very much hoped this will prove to be a valuable service to our parents.

Kind regards

Michelle Stokes
Bursar

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