

Service Agreement Timescales

- 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

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