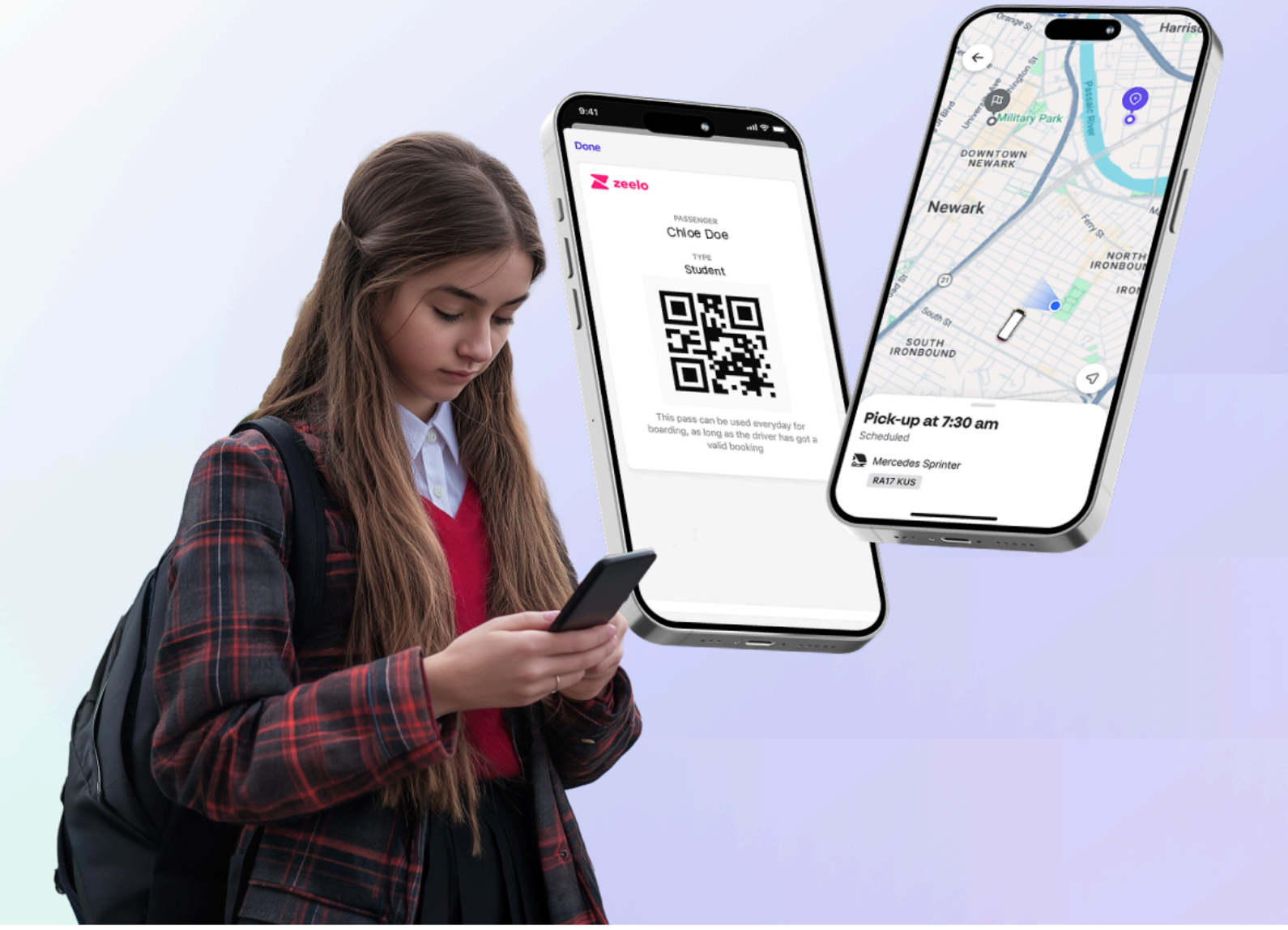
zeelo

Smart shuttle platform for schools



Parent User Guide

How to setup a Zeelo account, pick your pass , book rides, get your QR code ticket, and track the bus

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Zeelo – Who we are

Zeelo is the smart bus platform for schools. We are experts in providing safe, flexible, fully-managed home-to-school transport services to schools across the US & UK. You may also review a quick overview video **here**.

We work with schools to plan routes, using anonymous zip code data to ensure the routes are efficient and suit the students and parents. Each school has a dedicated support manager to continue to assess the routes and optimise where appropriate. Each stop is carefully assessed to ensure safety when boarding and disembarking. All our drivers are carefully vetted and compliant to run education services from trusted bus operators and trained by Zeelo staff.

Our services are built on technology that supports safeguarding your child to and from school. Zeelo uses leading technology to provide online booking on our website or app, 24/7 live customer support, live vehicle tracking, and service status notifications.

Having a Zeelo service helps to reduce parking and pollution around your child's school - in 2025, we saved our customers nearly 19,000 tons in CO2 emissions and are fully carbon neutral as an organisation, meaning we offset all our emissions.

Got a question? Our friendly customer care team is available 24/7 on **our website** live chat, through our app live chat, or by calling 1-716-575-2271.

PROVIDENCE
CRISTO REY
COLLEGE PREPARATORY SCHOOL

How to book your child's travel

Visit Zeelo website or download our app
Visit zeelo.co or download our app from the Apple Store or Google Play and search for your school, Providence Cristo Rey.

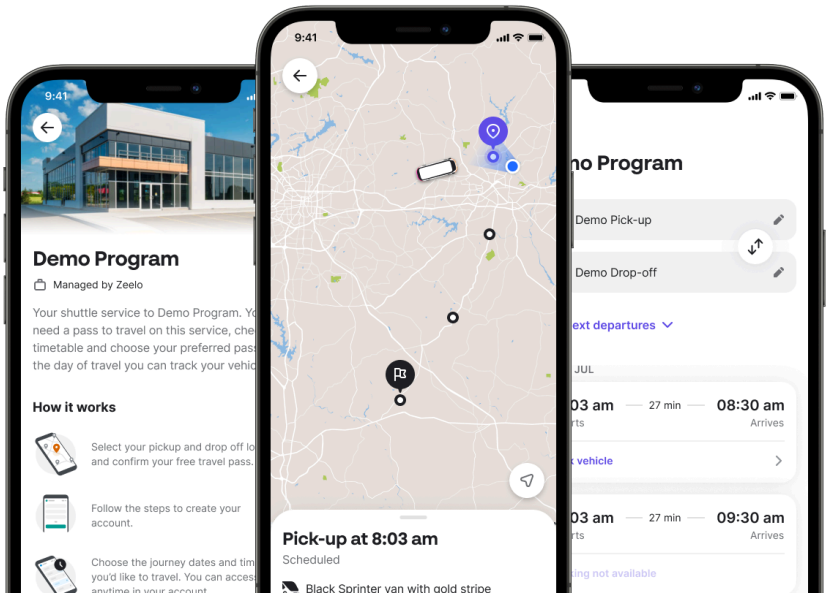
Create your Zeelo account

For safety and oversight, a parent or guardian must be listed as the primary account holder. Students will not have the ability to modify or cancel rides; only the designated guardian can make those changes. Once confirmed, follow the steps to create your Zeelo account. We recommend creating the account using the students name, and your email address, and phone number so you will receive notifications immediately about bus delays and changes. Anyone who would like access to track rides, can be added as a follower. The timetable and additional service information are available on the booking page. More information on setting up followers is listed on page 9.

Get ready to book!
Choose your pick-up stop (or use our Stop Finder widget to find your nearest stop) and then select your pass option.

Hop on board
That's it! You as a parent will receive an email with their tickets in PDF format or the students can log into the account in the web app or in the mobile app. Followers will receive an email link to track the student's vehicle. More information on setting up followers is listed on page 9.

Please see the FAQ section for more information.



Pass Options and Pricing

For the 2026–2027 school year, there are two different programs that require you to purchase a pass. **Home-to-School** and **School-to-Work**. Please note that if a pass needs to be cancelled for any reason, it is the responsibility of the **guardian** to ensure the cancellation is completed for the **specific** program.

Please note passes will be available for purchase starting **July 1st 2026.** We will be finalizing the routes and stops this summer.

Home to school pass options

PASS TYPE	PRICE	NOTES
Annual Round Trip	Free	Covers all rides for full year
Semester Round Trip	Free	Covers all rides for one semester
Semester One Way	Free	Covers one way rides all semester
Annual One Way	Free	Covers one way riders for a full year

School to work

Semester Round Trip	Free (**autobooking**)	Covers all rides for one semester Parents are responsible for cancelling any days the student will not ride
Semester One Way	Free (**autobooking**)	Covers all rides one way to work

School to Work

Students enrolled in the School-to-Work program will be **automatically scheduled** for transportation to and from their work-study placement. Once students select their workdays in the app, transportation will be automatically booked on a recurring weekly basis for those selected days.

FAQs

How do I book my student's seat on their school's service?

Visit zeelo.co or download our app from the Apple Store or Google Play to start, then follow the steps in this example Booking Your Zeelo Ride video.

Whose details should be on the Zeelo booking?

We recommend creating the account using the Parents name, email address, and phone number so they will receive notifications immediately about bus delays and changes. Anyone who would like access to track rides, can be added as a follower. 3 followers max. More information on setting up followers is listed on page 9.

If your student does not have a cell phone, please create the Zeelo account in your name with your email address and phone number. You will then be able to add your student's details as the rider after purchasing your travel pass.

If you have more than one student in your household, please create separate accounts using their name, email, and phone number.

How do I add my student as a rider?

You are automatically prompted to do this when initially purchasing your new travel pass, as shown at the 34 second mark in the Booking Your Zeelo Ride video.

If you did not add your student as a rider during the pass purchase process, you can:

- Go to 'My Rides' > Select your previously purchased travel pass
- In the pass settings, you will be able to change ‘Rider 1’ and ‘Rider 2’ to your student’s name
- More detailed information is available in our help article here

Should my student present their ticket?

Yes, all students should present their QR code ticket upon boarding rides:

- If they are setup on the Zeelo mobile app, they can present their QR code directly from their phone, or they can use the PDF QR code that gets emailed to them
- If they are not set up on the Zeelo mobile app, you can send them a screenshot or photo of their QR code ticket to present.

I don’t understand the different purchase options. Can you explain which one is best for me?

Annual Round Trip & Semester Round Trip

- Full semester passes provide unlimited travel throughout the whole semester - these are great if you plan to use the transport service every morning and afternoon.

Annual One Way & Semester One Way

- One way passes are similar to the round trip passes, but work for only the morning or afternoon, not both.

What kind of vehicle should we look out for?

- Vehicles will have a sign at the front displaying the school logo
- The cell phone registered to the account will receive an app notification. If you do not enable app notifications then you will receive a text message 45 min prior to departure with the vehicle description, registration number, and a live link to track the vehicle

How can I add someone else to the account for tracking/informational updates?

- You can add up to three followers parents/guardians, friends, and family as followers to your Zeelo account so they are also updated on the progress of rides your child takes with Zeelo.
- Please check out our help article about 'How Do I Add Followers to My Account?' here.
- For live tracking, only the account holder can see live tracking in the Zeelo app. Followers must use the link in their email notification to view tracking on the website. More information can be reviewed here in our help article.
- If followers are added to the account, a new link will be emailed with each ride the student is signed up for.

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The bus is late. What is going to happen?

- In the unlikely event your student's bus is running late, we will notify you as soon as there is a delay.
- You will receive email and SMS notifications with journey updates, as well as being able to use the live tracking. Please ensure the notifications setting in the Zeelo app is enabled, as well as your phone's system settings that allows notifications.

My student needs two different pick up stops regularly throughout the school year. How do I set that up if I purchased an Annual or Semester pass?

The student will need to have two passes (annual or semester) - one for each stop. In

order to accomplish this:

1. Please purchase one pass in the Zeelo app for the first stop of choice.

2. To obtain a pass for the second stop of choice, Please visit https://zeelo.co/support and they will help you get set up with the second pass without having to pay for a second pass.

Can I change my student's pickup stop?

The process to make changes varies based on the pass purchased. **Please Note:** all changes MUST be made by **15 minutes prior to departure** as no changes are permitted after this point:

- To make a one off seldom change, please contact our customer support team who will be able to make the adjustment for you, as you will not be able to self manage this. Our customer care team is available 24/7 on **our website** live chat, through our app live chat, or by calling **1-716-575-2271**.

My student is sick/our plans have changed. What do I need to do?

If your student cannot make the journey on a particular day, you can cancel their ride in their or your Zeelo account. This will free up the seat on the bus, and also means the driver won't be expecting your student.

To do this:

1. Log into your account and visit '**My Rides**' via the app or website
2. Select your travel pass
3. From there you will be able to edit or cancel any upcoming journey

Read more on how to cancel your booking **here**.

Who can I speak to for any urgent/non-urgent assistance?

- For all real time support, you may reach our customer care team 24/7 on our **website** live chat, through our app live chat, or by calling **1-716-575-2271**.

Got a question?

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