

TRANSPORTATION POLICY

Policy Owner	Operations Manager
Approved by	Ms Sapna Changrani (Head of School)
Review Date	June 2026
Next Review Due	June 2027
Circulation	All Staff, Students, Parents; School Website; KHDA Inspection File

1. TRANSPORT SERVICE PROVIDER

The Transport Service is provided by a Third Party — School Transport Services LLC (STS). The school buses are fitted with cameras to monitor the safety of children in the buses. Buses operate with a school-approved GPS tracking application; parents are asked to register for access using their Emirates ID or Student ID Card details.

Each bus is accompanied by a transport assistant responsible for supervising students throughout the journey.

2. FEES AND PAYMENTS

Transport fees are charged for 10 months. Bus fees must be paid term-wise; monthly payments will not be accepted. One full month's notice in writing is required before a student is withdrawn from the school bus. Withdrawal from school transport is permitted only at the end of the term; bus fees paid will not be refunded.

3. OPERATIONAL INFORMATION

- All necessary precautions are taken to ensure the smooth running of school transport. In case of unforeseen breakdowns or traffic delays, please be patient and refrain from contacting the bus driver or attendant.
- Transport is limited to a point-to-point service and not a door-to-door basis. The pick-up/drop-off point will be as agreed by the Transport Department. No changes will be made during or after the trial run.
- Bus services are available on a first come, first served basis.
- No telephone calls or verbal instructions for a change in the transport schedule will be accepted.
- It is imperative that you collect your child from the assigned stop. The child will be brought back to school if the designated person is not present at the stop.
- Students must be on board the bus by 2:00 PM during dispersal.
- Parents must notify the school by 1:00 PM on the same day if a student will not require transport that day.

- In the event of a significant delay or incident, parents will be notified by the Transport Department via call or SMS as soon as practicably possible.
- Confirmation of transport service for the following academic year must be submitted before the end of June, or by the date communicated by the Transport Department.
- Any request for a temporary change in drop-off location requires written consent from both sets of parents involved, submitted at least one day in advance.

4. DISCIPLINE ON THE BUS

- Strict discipline must be maintained on the bus at all times. Children will not be allowed to eat or drink on the bus.
- Disciplinary action will be taken for any misconduct and the child may be excluded from using the school bus.
- Fines will be charged for any damage caused to the buses resulting from student misconduct.
- Children will not be allowed to use buses other than the bus assigned to them.
- If a parent is involved in any physical or verbal abuse in the bus or on school premises, the child will be stopped from using the bus as a consequence.

Students must wear seat belts at all times while the bus is in motion, must remain seated (no standing or moving around while the bus is in motion), and use of electronic devices during the journey is not permitted (printed books or educational materials may be used instead).

5. RESPONSIBILITIES OF STUDENTS AND GUARDIANS

- Be on time for pick-up/drop-off. Any delay will be the responsibility of the parent.
- Assist in training and educating the child on the importance of safety and how to wait for and board the school bus.
- Report to the school management any offence or failure on the part of the driver.
- The student must maintain the cleanliness of the bus.
- Parents must inform the Transport Department of any medical condition (e.g. asthma, severe allergies) that the bus attendant should be aware of, and provide any necessary medication clearly labelled with instructions.

6. GROUNDS FOR DENIAL OF TRANSPORT SERVICE

Except in cases involving a serious safety breach, the school will generally follow a staged approach before denying transport service — beginning with a verbal or written warning, followed by a conversation with parents to resolve the concern.

The school management is entitled to deny any student from the school transport service where the student delays the trip more than three times in a year, breaches a safety rule, alights before the designated drop-off point without consent, has three or more written complaints made against them in a year, or where transport fees are not paid on time.

7. ADDITIONAL RULES

- No request will be accepted for temporary change of buses.
- It is the responsibility of the parent/student to inform the school transport office if the student is required to stay back in school for any activity.
- Students must board buses on time during dispersal.
- Parents should consult with the Transport Manager for any change of route during the academic year.

8. FORCE MAJEURE

- The school and its transport provider are not liable for delays or service disruptions caused by circumstances beyond their control, including severe weather, epidemics/pandemics, government restrictions, road closures, or civil unrest.
- Parents will be notified as soon as possible in the event of any such disruption, and no fee refunds will be issued for days on which transport is suspended due to a Force Majeure event.

9. COMPLAINTS AND ESCALATIONS

All complaints regarding the transport service should be directed in writing to the Transport Manager and will be investigated within a reasonable timeframe. Parents are kindly requested to refrain from verbal arguments or altercations with drivers, bus assistants, other students, or other parents.

10. POLICY REVIEW

 **This policy will be reviewed annually, or sooner if required, to reflect operational needs, changes in legislation, or updated guidance from the KHDA or RTA**