



The Apple International Community
School

School Transport policy

2026-2027

POLICY INFORMATION

Policy Written	August 2021
Policy Updated	June 2026
Policy to be reviewed	June 2027
Approved By	Principal- Ms Pretty



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GENERAL

Apple International Community School - Karama provides school transportation arrangements through an approved transport service provider. School transportation shall be operated in accordance with applicable requirements of the relevant regulatory authorities and the school's transport and safeguarding procedures. The school is committed to providing a safe, reliable and properly supervised transportation service for students. Parents and students are expected to cooperate with the school, transport provider, drivers and bus attendants to ensure the safe operation of the service.

1. Transport Administration

A designated Transport Coordinator / Transport In-Charge shall be available at the school to attend to parents' queries, concerns and transport-related matters. Parents should communicate transport-related requests, changes or concerns through the designated school transport channels.

2. Route Allocation

Students shall be transported only on the route and bus allocated to them by the school.

- Students shall be picked up and dropped off only at the designated locations assigned to their route.
- Parents shall not request drivers or bus attendants to make unauthorised changes to the approved route.
- Any request for a change of route or location must be submitted to the school in writing and shall be subject to approval and availability.

3. Pick-Up and Drop-Off Locations

Each route shall have designated pick-up and drop-off locations. The school and transport provider shall determine the appropriate locations based on route planning, road conditions, student numbers, safety considerations and applicable requirements.

4. Transport Timings

Transport timings provided to parents are approximate and may vary depending on traffic conditions, road diversions, weather, number of students, route changes and other operational circumstances. Buses shall not leave a designated pick-up point before the scheduled collection time. However, buses may not be able to wait beyond the allotted time because of route and traffic requirements. Parents are responsible for ensuring that their child is present at the designated pick-up point at the assigned time. Parents should also understand that buses may arrive later than the scheduled time due to traffic or other circumstances beyond the school's control.

5. Supervision at Pick-Up and Drop-Off

Parents or authorised adults are responsible for the safe handover of younger students at the designated drop-off point unless an approved written consent arrangement has been provided to the school. Where a parent has requested that a student be dropped off without an adult physically present at the designated location, written consent from the parent/guardian shall be required, subject to the age and grade restrictions established by the school. Such arrangements shall apply only where permitted by the school's transport procedures and shall not compromise the safety or safeguarding of the student.

6. Drop-Off Without an Adult

For students permitted by the school to be dropped off without an adult present, the parent/guardian shall complete the required written consent form. The school may restrict or withdraw this arrangement where there are safety, safeguarding or operational concerns. If an approved adult is required but is not available at the designated drop-off point, or if the approved conditions are not met, the student may be returned to school.

In such circumstances, the parent/guardian shall be responsible for collecting the student from the school.

7. Unusual or Alternative Drop-Off Requests

For safety and security reasons, any request to drop off a student at a location other than the approved designated location must be submitted in writing by the parent/guardian. The school shall review such requests and may approve or decline them based on safety, route, operational and regulatory considerations.

Verbal instructions given directly to the driver or bus attendant shall not be considered sufficient approval for a permanent or unusual change.

8. Absence and Non-Use of Return Journey

Parents shall inform the Transport In-Charge / School Administration when a student is absent from school and will not use the transport service. If a student will not use the return journey on any particular day, the parent/guardian shall provide written communication or send an email to the designated school transport contact before the applicable journey. Parents should not communicate last-minute changes directly to the driver or bus attendant unless specifically instructed by the school.

9. Change of Residence

In the event of a change of residence, transport service to the new address shall be subject to:

- Availability of a seat on an established route.
- Availability of an appropriate pick-up/drop-off location.
- Route feasibility and safety considerations.
- Applicable transport fees.

Any applicable change in transport fees shall be based on the school's approved fee structure.

10. Illness and Communicable Diseases

For the health and safety of students and transport staff, children suffering from contagious or communicable illnesses may not be permitted to travel by school bus. Where necessary, the school may require appropriate medical clearance before the student is permitted to resume using school transportation. Parents shall inform the school of any condition that may affect the safety or wellbeing of the student or other passengers during transportation.

11. Food and Drinks

For safety, hygiene and cleanliness reasons, eating and drinking on the school bus shall not be permitted, except for drinking water where appropriate. Students shall dispose of waste responsibly and shall not damage or misuse bus facilities.

12. Allocation of Transport Facility

Transport allocation shall be subject to availability of seats and suitable routes. The school reserves the right to approve, decline or modify transport arrangements where required due to:

- Lack of available seats.
- Route limitations.
- Safety considerations.
- Operational requirements.
- Regulatory requirements.
- Other circumstances affecting the safe operation of the transport service.

13. Insurance and Liability

School buses, drivers and passengers shall be covered by the applicable insurance arrangements maintained by the transport service provider. In the event of an accident or other insured incident, any applicable claim shall be handled in accordance with the terms, conditions and limits of the relevant insurance policy and applicable law.

14. Student Behaviour and Damage

Students are expected to behave appropriately and follow the instructions of the driver, bus attendant and authorised school personnel. Parents/guardians may be held responsible, in accordance with the school's applicable procedures and terms, for damage caused intentionally or through inappropriate behaviour by their child to the bus, equipment or property of another passenger. Serious or repeated misconduct may result in disciplinary action, including temporary or permanent suspension of transport privileges.

15. Communication

The school may use the email address and mobile contact details provided by parents/guardians for transport-related communication and other authorised school communications, including notices, circulars and updates.

Parents are responsible for ensuring that their contact details are current and informing the school of any changes.

A. REGISTRATION FOR TRANSPORT SERVICE

Students requiring school transportation shall be registered through the school's prescribed transport application process. Parents/guardians shall complete the transport application form and provide all required information and supporting documentation.

The following requirements shall apply:

- The transport application form shall be completed accurately and submitted through the designated school channel.
- All mandatory fields shall be completed.
- Parents/guardians shall provide accurate pick-up and drop-off information.
- Transport allocation shall be confirmed by the school subject to route and seat availability.
- Applicable transport fees shall be paid in accordance with the approved fee structure.
- Submission of an application does not automatically guarantee allocation of a transport seat.

B. PAYMENT OF TRANSPORT FEES

Once the transport application has been accepted and transport has been allocated, the applicable transport fee shall be payable in accordance with the school's approved fee structure. Transport fees shall normally be charged for the applicable transport period specified by the school and shall be payable irrespective of variations in the number of working days within the applicable period.

Payment Methods

Parents may make payment through the payment methods authorised by the school, which may include:

- Cash or card payment through the school's Accounts Department.
- Cheque payable to the school, where cheque payments are accepted.
- Other approved electronic payment methods made available by the school.

Late Payment

Transport fees must be paid by the due date communicated by the school. Where payment remains outstanding after the applicable due date, the school reserves the right to suspend transport service until the outstanding amount is settled, subject to the school's fee and finance procedures.

C. DIRECT PAYMENT BY COMPANIES

Where transport fees are to be paid directly by a parent/guardian's employer or company, this arrangement must be declared at the time of registration. The company shall be informed of the applicable payment schedule and shall be required to settle the transport fees within the payment period communicated by the school. Failure to receive payment within the required period may result in suspension of transport services until the outstanding amount is settled.

D. DISHONoured CHEQUES

Where a cheque submitted towards transport fees is dishonoured, the applicable bank charges and administrative charges approved by the school shall be payable by the parent/guardian, where applicable. The outstanding transport fee shall then be settled through an approved alternative payment method. The school reserves the right to discontinue acceptance of cheque payments from an account where repeated cheque dishonours occur.

E. INVOICES AND PAYMENT DOCUMENTS

Parents may request applicable invoices or payment receipts through the school's Accounts Department. Where transport fees are required for employer reimbursement, the school may issue an appropriate invoice or pro forma invoice in accordance with its financial procedures. Parents should ensure that any request for reimbursement documentation is made within the required period.

F. TRANSPORT DISCONTINUATION

Requests to discontinue school transport shall be submitted using the prescribed transport discontinuation form. Parents/guardians should provide the required notice period specified by the school's current transport terms and conditions.

1. Discontinuation Due to Leaving the School

Where a student leaves the school or permanently stops using the transport service, transport fees shall remain payable in accordance with the applicable notice period and the school's approved fee policy.

2. Temporary Discontinuation

Temporary discontinuation of transport service may be considered in exceptional circumstances, such as an extended medical absence, subject to written application and approval by the authorised school management.

Supporting documentation may be requested where appropriate. Temporary suspension shall not be considered automatically approved until written confirmation is provided by the school.

3. Transfer or Relocation

Where a student transfers from the school or the family relocates outside the transport service area, the parent/guardian shall submit the required discontinuation request within the applicable notice period. Any applicable refund or adjustment shall be processed in accordance with the school's approved fee and refund procedures.

4. Immediate Discontinuation

Where a parent/guardian requests immediate discontinuation without serving the applicable notice period, the school may apply the relevant notice-period charge in accordance with the approved transport fee terms.

G. TRANSPORT FEE REFUND AND ADJUSTMENT

Refunds or fee adjustments shall be processed in accordance with the school's approved fee and refund procedures. A refund may be considered where transport fees have been paid in advance for a period during which the student will no longer use the transport service, subject to the applicable terms and notice requirements. Temporary discontinuation for approved medical reasons may be considered for fee adjustment or carry-forward, subject to approval by the authorised school management.

Refunds shall generally not be applicable where transport service has been suspended due to student misconduct or violation of transport rules, subject to the school's applicable disciplinary and fee procedures.

Where a refund is approved, it shall be processed through the payment method determined by the school. Where the original payment was made by a company or employer, the refund may be processed to the original payer. Any approved adjustment relating to a change of area, route or transport category shall be processed in accordance with the school's applicable fee procedures.

H. AREA / ADDRESS CHANGE

Parents/guardians who change their residential address shall submit the prescribed Area Change / Transport Change Request to the school. The school shall review the request and confirm whether transport is available for the new area.

Allocation to the new area shall be subject to:

- Availability of seats.
- Availability of an established route.
- Suitable and safe pick-up/drop-off location.
- Operational feasibility.
- Applicable transport fees.

Parents shall not assume that transport will automatically continue after an address change until written confirmation has been received from the school.

I. STUDENT SAFETY AND BUS CONDUCT

The safety of students is the primary consideration during school transportation.

Students shall:

- Remain seated while the bus is moving.
- Follow the instructions of the driver and bus attendant.
- Wear the required seat belt where provided.
- Keep hands, arms and other objects inside the bus.
- Avoid distracting the driver.
- Treat other students, staff and transport personnel respectfully.
- Keep the bus clean and avoid damaging its equipment.
- Not engage in behaviour that may endanger themselves or others.

The driver shall be responsible for the safe operation of the vehicle, while the bus attendant shall support student supervision and safety in accordance with the approved transport arrangements.

J. TRANSPORT SAFETY AND EMERGENCY PROCEDURES

The school and transport provider shall maintain appropriate procedures for dealing with transport emergencies, including accidents, vehicle breakdowns, medical emergencies, road incidents and other unforeseen situations. In the event of an emergency, students shall follow the instructions of the driver, bus attendant and authorised personnel. Transport incidents shall be reported to the school as soon as reasonably practicable and shall be recorded and followed up where required.

K. SAFEGUARDING AND STUDENT PROTECTION

All transport personnel shall be expected to follow the school's safeguarding requirements and applicable procedures relating to student protection. Any concern relating to student safety, inappropriate behaviour, bullying, harassment, unauthorised access, misconduct or other safeguarding matters shall be reported immediately to the school through the appropriate channels. The school reserves the right to investigate transport-related safeguarding concerns and take appropriate action.

L. CONTACT AND COMMUNICATION

Parents/guardians shall ensure that the school has current contact information for emergency and routine transport communication.

Any change to the following information should be communicated to the school promptly:

- Parent/guardian contact number.
- Emergency contact details.
- Residential address.
- Approved drop-off arrangements.
- Relevant information affecting the student's safe use of transport.

Transport-related requests should be communicated through the designated school transport channel rather than directly to the driver, unless there is an immediate emergency.

M. SCHOOL'S RIGHT TO REVIEW OR MODIFY TRANSPORT ARRANGEMENTS

The school reserves the right to review, modify, suspend or discontinue a transport arrangement where necessary due to safety, operational, regulatory, route, capacity or other legitimate requirements. Parents/guardians shall be informed of significant changes affecting their child's transport arrangements wherever reasonably practicable. The school may also update these terms and conditions when required due to changes in regulatory requirements, transport arrangements, school procedures or operational requirements.

N. ACCEPTANCE OF TERMS AND CONDITIONS

By applying for and using the school transport service, the parent/guardian confirms that they have read, understood and agreed to comply with these Terms and Conditions. Parents/guardians are responsible for ensuring that their child understands and follows the applicable school transport rules. The school reserves the right to take appropriate action where these Terms and Conditions or transport safety procedures are not followed.