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DESC Student Transport Services Guidelines

Our Student Transport Service is provided by Maverick, a well-known bus provider across the GCC.

Maverick operates in compliance with all specifications and regulations as recommended by the Roads and Transport Authority (RTA) and Knowledge and Human Development Authority (KHDA). All buses are fitted with 3-point safety belts, smart bus technology which includes CCTV, GPS and RFID scanners. No child left behind / patrol system, Digital display while students on board, Voice Reminder System and Bell System.

All Maverick staff, including the Drivers and Bus Guardians, are fully trained and hold regulated RTA issued permits and licenses which are reviewed and renewed annually.

Our dedicated DESC Bus Coordinator, Mrs Ansie Coetzee, liaises with parents, students, and Maverick staff to ensure that the Student Transport Service is safe and operating effectively. Her office is located in F Block and she can be contacted via the following email: descbuses@dessc.sch.ae.

Parents will also be sent a phone number in case they need to contact the Bus Guardian during the bus journey; this will be shared once applications have been approved.

The Student Transport Service includes two journeys per College day, to and from the College site. We ensure that your child(ren) arrive safely and promptly to school and return home later that day in the same manner. The Pick up and Drop Off times vary between buses and details of these times will be available on the Maverick Parent App. All buses leave the College site at the same time: Mondays - Thursdays at 3:15pm and Fridays at 12:10pm.

Unfortunately, we DO NOT offer a one-way service.

Please note that we DO NOT offer a door-to-door service but use central stops only which are decided based on the number of students in the area.

We also offer a limited 'ECA Bus' service which Bus Users can use if they are taking part in Extra Curricular Activities (ECAs) after College hours. Please note that this is a separate and limited service and not part of our regular bus service or fees. With ONLY the stops listed in the ECA Bus timetable.

Regular bus users can use this service at no additional cost.

This bus leaves the College at 4:30pm (2.00 pm Fridays) and serves several areas - these locations and timings will be available on the Maverick Parent App.

Pre-registration will be required for all students (**More information will be provided in August 2024**)

We expect all parents to read the guidelines carefully below before committing to a

place on the Student Transport Service.

Pick Up and Drop Off Protocols

All bus routes have designated Pick Up and Drop Off points which are determined between our Bus Coordinator and Maverick. These points are selected with student safety and RTA regulations in mind. Unfortunately, we cannot provide a door-to-door service and drivers must always follow the designated routes.

Students will only be permitted onto and off the bus service at their designated locations. Please see guidelines below should you wish to change a location.

It is the responsibility of parents to ensure their children are at the Pick Up location on time. Buses will not leave the Pick Up location ahead of schedule. However, due to timing pressures, buses will not wait more than one minute past the scheduled Pick Up time before moving on to the next location.

We request that parents do not block the Pick Up and Drop Off locations when waiting to collect their child, as this can delay the service.

In the unlikely event that the bus is delayed by more than 15 minutes parents will be notified via the Maverick Parent App or by SMS.

The daily route and travel times may vary slightly during the year depending on student numbers and road alterations. You will be notified via the Maverick Parent App of any changes.

If your child is not using the bus service one morning, for example they are unwell and not attending College, it is courteous to inform the Bus Guardian by sending them an SMS prior to your usual Pick-Up time.

Changes to the Bus Arrangements

More information about this process will be provided in August 2024 about the following requests:

- If a child requires an alternative location on the same bus route
- If you would like your child to use an alternative bus temporarily
- If your child would like to bring an additional student on the bus who is not a regular bus user
- If you move to a new house or require a different bus for any other reason

Only the Bus Coordinator can approve these requests.

Please note that although we will try our best to accommodate all requests, we cannot guarantee any changes to daily bus arrangements. Incorporating a new location among existing bus routes and/or providing a seat on a different route will not always be possible and seats may not be available. Please email the Bus Coordinator with any

queries.

Student Code of Conduct

Please refer to the DESC Student Transport Service Code of Conduct and ensure your child(ren) are aware of the behaviour expected on the school buses. The Code of Conduct will be sent to both parents and students prior to using the bus service for reference.

The Bus Guardian will report any student who does not follow the Code of Conduct to the Bus Coordinator. The incident will be recorded and dealt with by the relevant House Team.

Please refer to the Code of Conduct for more details on etiquette, health and safety and behaviour on the bus.

Fees

The cost of the bus service varies between bus routes. Details of the cost will be sent to you when you inquire about the service. Please note that the service is an **annual** charge, split between two payments scheduled in **September and January**.

The Student Transport Service fee will cover the service from the first day of the academic year until the last day of the academic year, as per the published calendar.

When you have registered your child for the Student Transport Service you will be sent an invoice from DESSC accounts team. Payment will be expected within 30 days of the date on the invoice. If term has started and you are still within the 30 day payment window, your child is welcome to use the bus.

Any fees not paid by the due date will incur a suspension from the bus service until payment is made.

If you arrange to change buses during the academic year, and the new bus runs at a higher cost to what you have already paid, we will not charge you the difference.

Please note that any bus users who do not take the bus whilst on Study Leave; Remote, Blended or Distance Learning; or for any other reason deemed beyond the control of the College, will not be entitled to a refund or discount during this period.

If a student would like to use the bus service mid-way through the academic year, a pro-rated cost will be calculated from the start of that month. For example, if the service is to be used from the third week of October, the charge will be calculated from the beginning of October.

Our usual methods of payment will be detailed on the invoice.

Terminating your contract:

If you no longer wish to use the bus service, we require written notice at least one month in advance of the last date of travel. Notice can be sent via email to the Bus Coordinator (descbuses@dessc.sch.ae).

We cannot guarantee a refund of fees paid if you remove your child from the service. If we can find a replacement user for the service, then a refund will be given for the remaining months following the notice you have sent us. If we cannot find a replacement, no refund will be issued.

If you are leaving the College permanently, a refund will be given to you based on the number of full months remaining in the academic year. For example, if your child's final day is mid-way through March, a refund will be calculated from the beginning of April.