



Home of Irresistible Learning

Dubai English Speaking School

Bus Policy



Written by:	Tracey Wilding	Reviewed:	May 2024
Approved by:	Tony Clarkson	Next Review:	September 2024

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.

Parents are provided with their Bus Guardians contact details and encouraged to contact them directly for any day to day changes.

Our dedicated DESS Bus Coordinator, Ms. Tracey Wilding, liaises with parents, students and Maverick staff to ensure that the Student Transport Service is safe and operating effectively. Her office is in the main admin building at the front of the school and she can be contacted via the following email: dessbuscoordinator@dessc.sch.ae.

The Student Transport Service includes two journeys per School day, to and from the School 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 sent to you when you inquire about the service. All buses leave the School site at the same time: Sundays - Wednesdays at 2:45pm and Thursdays at 1:00pm.

Unfortunately, we do not offer a one-way service nor do we provide an ECA late bus. 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

DESS offers a door to door pick up and drop off service where feasible on our current bus routes which are determined between our Bus Coordinator and Maverick. Selected locations are decided based on the number of number of student interest. We are not able to add new routes throughout the Academic Year. Drivers must always follow the designated routes.

It is the responsibility of parents to ensure their children are ready 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.

In the unlikely event that the bus is delayed by more than 15 minutes' parents will be notified via your Bus Guardian using the Maverick parent app.

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

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

Student Code of Conduct

Please refer to the DESS Student Transport Service Code of Conduct and ensure your child(ren) are aware of the behavior 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 behavior on the bus.

Fees

The cost of the bus service is fixed across all 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 August 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.

Any bus users choosing not to take the bus whilst on Distance Learning; or for any other reason deemed beyond the control of the School, 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 (dessbuscoordinator@dessc.sch.ae). The email must be sent from a parent account.

Any refund due of the service will be calculated in whole months. Therefore, if the service has been used during any month, there will be a charge for that month and the refund calculated thereafter. If the required notice is not given, there will be no refund for the remainder of the fees. The onus is on the parent to expressly advise when the bus service is no longer being used by their child.



Dubai English Speaking School Transport Service

TRANSPORT FEES 2023 - 2024

Bus No	Area / Route	Annual Fee (AED)	TRANSPORT FEE (AED)	
			Payment 1 (11 th September 2023)	Payment 2 (8 th January 2024)
1	Al Barsha /Lakes / Meadows / JLT (Central Pick up in some areas)	8,000 (10 Months)	4,000	4,000
2	Jumeirah 3			
3	British Embassy / Bur Dubai			
4	Creek Harbor / Downtown / Business Bay / Dubai Hills (Central Pick up in some areas)			
5	Al Badia /Garhoud / Mirdif			
6	The Villa & Falcon City			
7	Meydan			
8	Jumeriah 1 & 2			
9	Silicon Oasis & Cedre Villa			
10	DESC - DESS			

Please note DESS offers a door-to-door service **where feasible** on its current routes. Transport fee is charged for ten months in an academic year, divided in two payments.

DESS BUS SERVICE: STUDENT CODE OF CONDUCT

1. Students should arrive for bus at relevant stop at least 5 minutes prior to scheduled departure time.
2. Students must behave in an orderly manner when waiting for the bus's arrival. They must line up in order to board the bus, and board in a timely and well behaved manner.
3. When on board the bus, students must immediately move their bags out of the aisle so as not to obstruct other students and must sit down and remain seated throughout the journey.
4. All passengers must AT ALL TIMES wear their safety belts when seated. They must also sit with their backs against the seat backs, with legs facing forward.
5. Under no circumstances must any passenger move from their seat when the bus is in motion.
6. The aisle MUST REMAIN CLEAR FROM OBSTRUCTIONS at all times.
7. When a passenger is addressed by the driver or assistant, they must adhere to their instructions at once WITH NO EXCEPTION.
8. Students should refrain from the following:
 - a. Arguing
 - b. Fighting
 - c. Pushing
 - d. Threatening behaviour/bullying
 - e. Shouting
9. Students are prohibited from carrying the following:
 - a. For the health, safety and wellbeing of our children, we remain a mobile phone free school, and as a result, mobile phones are not permitted in school under any circumstances. This extends to school buses, school trips or when representing DESS in any capacity. If, while at school, a child does have a mobile phone in their possession, it will be confiscated and placed in a locked cabinet, then returned to the child at the end of the school day. Parents will be contacted and made aware.
 - b. Any medication (medication should be handed to the driver along with a letter of consent from parent when boarding the bus). The exceptions to this are inhalers.
 - c. Any animal or insects
 - d. Glass objects
10. Any object which could be perceived as being a potential threat to other students and/or driver.
11. If large objects need to be transported, they should not occupy a seat if it is required for another passenger. The object should be placed in a safe place, away from obstruction in the aisle.
12. Food and beverages should not be consumed on the bus.
13. Students should not at any time try and open either the windows or doors on the bus.
14. Students should not disembark from the bus until has come to a complete standstill and are advised that is it safe to do so.
15. If the student's behaviour is deemed to be unacceptable, then it is our discretion to cancel this contract without notice.
16. Parents must inform the bus driver/attendant and school if the child/children will not be travelling on the bus that day.



Dubai English Speaking School Bus Service Terms and Conditions 2022-2023

General

1. Maverick are our bus service providers. DESS operates the buses in compliance with the guidelines of regulatory authorities.
2. All drivers of Maverick are fully trained, holding RTA issued school bus driving licences and participate in our on-going customer care and drivers' training courses. They undergo a minimum of 30 hours of Safe Drivers' Training Course, in a year.
3. The buses are installed with GPS and CCTVs. Parents will be informed via a SMS text 5 minutes prior to the bus reaching the designated drop off location during the afternoon runs.
4. There is a female attendant on all DESS buses and they are RTA certified.
5. All buses have designated pick up and drop off points.
6. It is the responsibility of the parent(s) to ensure that their child / children is/are at the pick-up point at the designated time. Buses will not leave from collection points ahead of schedule. However, due to traffic pressures, buses will not be able to wait at pick-up points after the scheduled time. Due to traffic delays buses may arrive at pick-up and drop-off points behind schedule.
7. No children will be left at the drop off point unless the designated adult is present to collect them. Adults designated to pick up children should carry photo ID in the event that verification of identity is required. In case an adult is not available at the drop off point, the children will be brought back to school and handed over to the School Administration. Parents should then collect the children from school.
8. Written request, signed by the parent/ guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
9. Parents are required to inform their attendants via the Maverick Parent Portal if a student is absent, not travelling on the bus on a particular day or attending an ECA, and for FS and Year 1 students their class teacher.
10. In case of change of residence, provision of transport service will be subject to the availability of seats on established routes.
11. Children with contagious diseases are not permitted to travel on the bus.
12. RTA regulations stipulate that food and drink on the bus other than water will not be permitted.
13. All DESS vehicles, drivers, attendants and passengers are insured. In case of any claim due to accident, the company's liability is limited to the comprehensive compensation paid by the insurance company, as per the terms of the insurance policy.
14. Parents or guardians shall compensate the company for any damages caused / sustained by the bus or other travellers as a result of inappropriate action by their child/children.

Registration for Transport Service

1. All students who require the services of the DESS buses need to download and register via the Maverick app, details for this are available on the website www.dess.sch.ae, or you can contact Tracey Wilding dessbuscorodinator@dessc.sch.ae
2. The online application should be completed and submitted by the parent. All asterisk marked columns must be filled. The parent should make the necessary payment to DESSC accounts either online or at DESC (accounts are not located at DESS). A bar coded ID card will be provided to the student.
3. Every transport user should have a bar coded bus identity card in order to take the Electronic Attendance. No student will be permitted to board the bus without an RFID card. This is emphasised for the safety of the students.

Payment of Fees

1. Transport fee is applicable and charged for ten months in an academic year (for the specified number of days the school operates in an academic year as per Ministry guidelines), divided into 2 payments. Full payment should be done irrespective of the number of working days.

2. Method of Payment

CARD payment - Download the *SKIPLY app* to your mobile device and follow the sign-up instructions. Skiplly details are available on your Parent Portal. This is now our preferred method of payment via card.

Bank Transfer - To identify your payment kindly email the remittance proof to dessc_remittances@dessc.sch.ae.

Cheque payment - you are requested to deposit cheques directly into our bank account and email the remittance proof to dessc_remittances@dessc.sch.ae. If this is not possible, cheques can be deposited in the Account's drop boxes found in Reception.

Dishonour of Cheques

1. AED 25/- will be charged in case of dishonour of cheques.

2. Only cash / credit card payments will be accepted in case of dishonour of cheques.

Invoices

1. Invoices will be sent out via email to the addresses held on our system.

Transport Discontinuation

1. Transport facility, once availed, will not be withdrawn during the term. No refund in case of withdrawal will be made for the unexpired portion of the term, from transport facility.

2. A full month's notice is required for cancellation of the Service.

Transport Fee Refund

1. Fee refund is applicable only in cases where fees for more than one term have been paid by the parent and facility not availed for the succeeding term(s).

2. In case of temporary discontinuation on medical grounds, the fee paid can be adjusted for the next term / month, if approved by the Bus Co-ordinator.

3. Refund shall be made only through account payee cheques (in the name of the parent who had initially paid or any person authorised by the parent) and not in cash. In case of payment done from the company, refund will be made to the company.

Location Change

1. The parents should contact the Bus Coordinator a month in advance regarding any changes to location. The parent will then be informed if there is seat availability and that we can accommodate the new location.

I hereby understand that by confirming my child/children's place on the School bus that are monitored by Video Surveillance System. I agree to the Terms and Conditions of Dubai English Speaking School's Transport Services.