



DGS-TRANSPORT POLICY
2025-26



Policy Name	Transport Policy
Effective Date	April 2025
Date of Next Review	March 2026
Person in-charge	Transport Manager

Statement of Policy

The Dhruv Global School transport aim is to be a private safe, reliable, and efficient transport service to our students with a professional touch and personal attention. We strive to ensure that the travel to and from the school, which has been an integral part of today's student's life, to be a learning experience in safety and comfort.

Transport Guideline

- Students should board and align in a queue and only after the bus has come to a standstill.
- All the students should always wear their identity cards.
- Parents should accompany and pick up the students from the designated stop and be punctual as per the schedule provided.
- Students are not allowed to stand/walk in the bus while in motion.
- Shouting and talking loudly on the bus may distract the driver and hence students should maintain proper etiquette.
- Consuming food and chewing gum is prohibited while traveling on the bus.
- Changes of pickup & drop point will be accepted only on prior written permission, subject to availability of seats, from the administrative office.
- Segregation rules about senior boys, senior girls & primary students on the bus must be strictly maintained.
- The rear seats will be for the senior girls and the front seats for the senior boys. Teachers and small students will be in the centre, to ensure proper student management.
- Foul language and misbehaviour on the bus will be treated as serious misconduct.
- Any damage to the school bus by the student will have to be reimbursed.
- Instructions by the teachers traveling on the bus should be strictly followed by the students. The bus conductor is authorized to guide the child inside the bus and report to the school administration office if the child does not follow the above guidelines.
- School bus is an optional service provided on a first come first serve basis.
- Transport is available on select routes only, limited to point-to-point basis and not door to door basis.
- If the student repeatedly breaks the guidelines/rules, then he/she may be debarred from using the school transport.

Responsibility of School

- All buses will be compliant with the RTA, Dubai, UAE, regulations for school transportation of students.
- All drivers and bus monitors (Lady Attenders) will provide a character certificate by Dubai Police before an appointment with the school.
- The school will ensure mandatory training and approval by RTA to all drivers and bus monitors of the transport staff are enforced by the concerned authorities.
- In addition, regular in-house training workshops will be conducted in technical skills, student management, bus environment management, and customer service for the support staff to ensure that the safety and security of the students are maintained to the benchmarks.
- A qualified person shall be appointed as a transport officer for coordination with authorities and parents.
- All transport support staff will be attired in proper neat and clean uniforms.
- The staff will be conversant with the English language; additional languages will be an advantage.
- All routes will be specified by the transport officer and approved by the Head of the Dept.
- Each Student will be ensured a seat in the school transport.

Responsibility of the parents

- Parents will ensure students are on time at the bus stop at least 5 minutes earlier than the scheduled time.
- Children will be trained by parents on the importance of following traffic and bus safety rules, and boarding and waiting rules.
- Parents will receive the students from the bus at the allocated time, if the parent is not available at the drop-off time, the child will be brought to school and the parents will collect the child from school thereafter.
- If any other person receives the child from school or school bus, authorization required by the parents.
- The students will maintain discipline and cleanliness in the bus.
- The students will refrain from eating and drinking on the bus except for water.
- The School Principal shall have the right to prohibit any student from using school transport in the following case
- If the student delays or causes disturbances in the bus for more than 3 times in one academic year.
 - a) If the student violates any of the safety conditions and exposes others to risk during the ride.
 - b) If the student board or alight at his designated stop, without prior authorization.
- The school expects the parents and students to familiarize and strictly abide by the rules while using school bus services.
- The school seeks the support of the parents to help us ensure the safety of our students while on the bus and at parking lots and thank them for their cooperation in helping us maintain our standards

Terms and Conditions

- The school operates the buses in compliance with the guidelines advised by the regulatory authorities.
- There is a Transport in charge at the school to always attend to your queries/concerns.
- All buses have designated pick-up and drop-off locations.
- The travel time may vary depending on the number of students/changes in route.
- It is the responsibility of the parent(s) to ensure that their child/children are/are at the pick-up point at the assigned time. Buses will not leave from collection points ahead of schedule. However, buses will not be able to wait at pick-up points after the allotted time. Due to traffic delays buses may arrive at pick-up and drop-off points behind assigned time.
- In certain cases, parents advise the bus staff from their balconies/residences to drop off the students; in such cases, the parent must give a letter undertaking that it is acceptable to them to drop off the students if they are visible to the bus staff. If such an undertaking is not given and an adult is not available to receive the child/children, they will be brought back to the school. If the younger students have older siblings (Grade 3 and above) traveling with them, and an undertaking has been given that they can be dropped in the care of their older sibling, this will be done.
- If the students are to be dropped without the presence of an adult, parents should sign a consent form accordingly. This applies only to children from Grade 3 to Grade 6.
- If the above is not strictly followed by any parent, the students will be brought back to school, and it would be the responsibility of the parents to collect the students from the school.
- For safety and security reasons, if the required drop-off is requested for an unusual location, a written request, signed by the parent/guardian is needed.
- Parents are required to inform the Transport in charge / School Administration if a student is absent on any day.
- If a student does not want to use the return trip for any day, the parent should provide a written communication or send an e-mail to the Transport in charge / School Administration.
- In case of a change of residence, the provision of transport service will be subject to the availability of seats on established routes. Fees will apply as applicable to the new pick-up area as per the fee structure.
- Children with contagious diseases will not be permitted to travel in the bus for Health & Safety reasons. The school may require a clearance certificate to be handed to the school nurse before the child boards the bus.
- For safety reasons, eating and drinking on the bus, other than water, will not be permitted.
- The school reserves the right to decline the provision of service. Allocation of bus facility will be based on the availability of a seat in the bus assigned for that area.
- Parents or guardians shall compensate the school for any damages caused/sustained on the bus or to other travellers due to inappropriate behaviour/actions of their child/children. The school shall not be liable for any consequences or damages caused to the child/children due to their own inappropriate behaviour /actions.
- All students will be provided with ID cards. In the event of loss, a replacement fee of 50 AED will be applicable.

GUIDELINES FOR SCHOOL BUS DRIVERS

- All drivers are expected to wear the uniform supplied on all working days.
- Those who have the habit of smoking should refrain from the same while on duty and inside the campus.
- You are expected to behave with respect and courtesy to all the staff members.
- It is your responsibility to keep the bus in good condition and neat and clean at all times. You may take the help of cleaning staff for the same. All school property should be handled carefully
- Your absence must be notified to the manager through your supervisor.
- Using a mobile phone is strictly not allowed while driving. Conductors are instructed to handle all the calls from the parents. **YOUR PRIME RESPONSIBILITY IS TO DRIVE SAFELY.** All the traffic rules and regulations should be strictly followed.
- Do not accept any eatables given by students.
- Students' misbehaviour on the bus should be notified to the manager you are not authorized to take any action directly.
- Drivers should inform the manager and superior before going out for any school work with the school bus. The weekly duty schedule for any school work except for student pick up and drop daily will be displayed in the driver's room.
- Drivers going outside for school work should inform the security of the place where you going and the approximate time of return. In all cases, you should return to school 15 minutes before the scheduled departure time for regular trips.
- Maintain hygiene and cleanliness at all times.

STUDENT CODE OF CONDUCT

Students must

- Always be kind, safe, and respectful.
- Wear their ID cards regularly.
- Treat the school bus attendant and driver with the same respect you would to your teachers.
- Remain seated on the designated seats until the pick-up/drop-off point.
- Make sure that the seat belts are always strapped in.
- Report any problems to the bus attendant.
- Only travel on the dedicated bus, if a temporary change is required, parents must get written approval from the school admin manager.
- Always be on for departure and pick-ups.

Students must not

- Shout or be unkind verbally or physically towards others on the bus.
- Damage the bus in any manner (drawing or writing on the seat, tearing, scribbling, etc.)
- Bring friends on the bus without written permission.
- Throw or play with any toys that may cause disturbances to other children.
- Make sling shots rubber bands and use it on the bus.
- Run or play while the bus is moving.

PAYMENT OF FEES

- Once the application form is accepted, the parent will make payment of fees based on the fee structure applicable in the school.
- Transport fee is applicable and charged for ten months in an academic year, divided in three terms. Full payment for each term should be made irrespective of the number of working days.

The following options are given to parents for payment of fees – (i) Cash / Credit Cards at the Accounts counter in the school (ii) Cheque in favor of ‘School Name’ at the Accounts counter in the school

EMERGENCY CONTACT DETAILS

EMERGENCY CONTACT NUMBER

POLICE: 999 AMBULANCE: 998 FIRE: 997

DHRUV GLOBAL SCHOOL: +971 4 5703311

DHRUV GLOBAL SCHOOL-AL BARSHA, ARJAAN DUBAI -UAE, CONTACT NUMBER: 04-5703311 EMAIL: info@dhruv.ae