



**TRANSPORT POLICY
2026-27**



Policy Name	Transport Policy
Effective Date	April 2026
Date of Next Review	March 2027
Person in-charge	Transport Manager

Statement of Policy

Dhruv Global School's transport service aims to provide students with a safe, reliable and efficient private transport service, delivered with a professional and personal touch. Daily travel to and from school — an integral part of student life — is designed to be a safe and comfortable experience.

Transport Guideline

Boarding & On-Bus Conduct

- Board and alight only after the bus has come to a complete stop; line up in a queue.
- Wear your identity card at all times while on the bus.
- Do not stand or walk in the bus while it is moving.
- Maintain proper etiquette — shouting or loud talking distracts the driver.
- No eating or chewing gum is allowed on the bus.
- Foul language or misbehaviour on the bus is treated as serious misconduct.
- Follow the instructions of the teacher or bus conductor at all times. Non-compliance will be reported to the school administration.

Seating Arrangement

- Senior girls sit at the rear and senior boys at the front; teachers and younger students sit in the centre for proper supervision.
- Segregation between senior boys, senior girls and primary students must be strictly maintained.

Pick-up, Drop-off & Routes

- Parents must collect students from the designated stop, on time as per the schedule.
- Any change of pick-up/drop-off point needs prior written permission from the administrative office and is subject to seat availability.
- Transport runs on select, point-to-point routes only — not door-to-door.

Service Terms

- School transport is an optional service, offered on a first-come, first-served basis.
- Parents must reimburse the school for any damage caused to the bus by their child.
- Repeated breach of these guidelines may result in a student being debarred from using school transport.

Responsibility of School

Compliance & Staffing

- All buses comply with RTA Dubai regulations for school transportation.
- All drivers and bus monitors (lady attendants) hold a Dubai Police character certificate obtained before appointment.
- A qualified transport officer is appointed to coordinate with authorities and parents. All routes are fixed by the transport officer and approved by the Head of Department.
- All transport staff wear a neat, clean uniform and are conversant in English; additional languages are an advantage.

Training & Service Standards

- RTA-mandated training and approval is completed for all drivers and bus monitors.
- Regular in-house workshops cover technical skills, student management, bus environment management and customer service, to keep student safety at the required standard.
- Every student is guaranteed a seat on the school transport.

Responsibility of the parents

Before & After the Ride

- Ensure your child reaches the bus stop at least 5 minutes before the scheduled time.
- Train your child on traffic safety and on bus boarding/waiting rules.
- Be present to receive your child at the allocated drop-off time. If unavailable, the child will be brought back to school for collection.
- Give written authorisation if anyone other than the parent will receive the child from school or the bus.
- Ensure your child maintains discipline and cleanliness on the bus, and does not eat or drink (other than water) while travelling.

Grounds for Suspension from Transport

The Principal may withdraw a student's transport privileges if the student:

- Causes delays or disturbances on the bus more than 3 times in one academic year.
- Violates any safety condition and puts other students at risk.
- Boards or alights at a stop other than the designated one, without prior authorisation.

Parents and students are expected to be familiar with, and strictly follow, these rules. The school thanks parents for their support in keeping students safe on the bus and at parking lots.

Terms and Conditions

General Operation

- The school operates buses in compliance with regulatory-authority guidelines.
- A Transport In-Charge is available at school for all queries and concerns.
- All buses have designated pick-up and drop-off locations; travel time may vary with student numbers or route changes.
- Buses will not leave a collection point ahead of schedule but cannot wait beyond the allotted time. Traffic may occasionally delay arrival at pick-up/drop-off points.

Drop-off Without a Parent Present

- If bus staff are to drop off a child under a parent's visual supervision from a balcony or residence, the parent must first give a written undertaking accepting this arrangement.
- Without this undertaking, if no adult is available to receive the child, the child will be brought back to school. (Exception: a Grade 3+ older sibling may receive a younger child if an undertaking to that effect has been given.)
- For Grades 3 to 6 only, parents may sign a consent form permitting drop-off without an adult present.
- If these procedures are not followed, the child will be brought back to school and the parents must collect the child from school.
- A written, signed request from the parent/guardian is required for drop-off at any unusual location.

Attendance & Trip Changes

- Notify the Transport In-Charge/School Administration if a student will be absent on any day.
- Give written or email notice to the Transport In-Charge/School Administration if a student will skip the return trip on any day.

Change of Residence

- Continued transport after a change of address is subject to seat availability on established routes; fees apply as per the rate for the new pick-up area.

Health & Safety

- Students with contagious diseases will not be permitted to travel on the bus. A clearance certificate from the school nurse may be required before the child resumes travel.
- No eating or drinking, other than water, is permitted on the bus.

Liability & Fees

- The school reserves the right to decline transport service; bus allocation depends on seat availability on the relevant route.
- Parents/guardians are liable for damage caused by their child's inappropriate behaviour to the bus or to other passengers. The school is not liable for consequences arising from a child's own inappropriate behaviour.
- All students receive an ID card. A lost card is replaced for a fee of AED 50.

GUIDELINES FOR SCHOOL BUS DRIVERS

Conduct & Appearance

- Wear the supplied uniform on all working days.
- Do not smoke while on duty or inside the campus.
- Behave with respect and courtesy toward all staff members.
- Maintain hygiene and cleanliness at all times.

Vehicle & On-Bus Safety

- Keep the bus clean and in good condition at all times; cleaning staff may assist. Handle all school property carefully.
- Do not use a mobile phone while driving. Conductors are responsible for handling parent calls. Your prime responsibility is to drive safely — follow all traffic rules and regulations strictly.
- Do not accept food or drink offered by students.

Reporting & Communication

- Notify your supervisor of any absence.
- Report student misbehaviour to the manager. Do not take action directly.
- Inform the manager and your superior before taking the bus out for any school work. The weekly duty schedule, other than daily pick-up/drop-off, is posted in the drivers' room.
- When out for school work, inform security of your destination and expected return time. Return to school at least 15 minutes before the scheduled departure for regular trips.

STUDENT CODE OF CONDUCT

- Always be kind, safe, and respectful.
- Wear your ID card at all times.

Students must

- Treat the bus attendant and driver with the same respect shown to teachers.
- Remain seated in your designated seat until your pick-up/drop-off point.
- Keep your seat belt fastened at all times.
- Report any problems to the bus attendant.
- Travel only on your assigned bus; a temporary change requires written approval from the school admin manager.
- Be ready and on time for pick-up and drop-off.

Students must not

- Shout, or be unkind verbally or physically, to others on the bus.
- Damage the bus in any way (writing/drawing on seats, tearing, scribbling, etc.).
- Bring friends onto the bus without written permission.
- Throw or play with toys that may disturb other children.
- Bring or use slingshots or rubber bands on the bus.
- Run or play while the bus is moving.

PAYMENT OF FEES

- Fees are payable once the application form is accepted, as per the school's applicable fee structure.
- Transport fee covers ten months of the academic year, split into three terms; full payment is due each term regardless of the number of working days.

Payment options: (i) cash or credit card at the school Accounts counter, or (ii) cheque in favour of the school, at the Accounts counter.

EMERGENCY CONTACT NUMBER

POLICE: 999 AMBULANCE: 998 FIRE: 997