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DESC Student Transport Services Guidelines

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

STS 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 installed with smart bus technology which includes GPS tracking, CCTV systems and RFID scanners.

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

Our dedicated DESC Bus Coordinator, Mrs Ansie Coetzee, liaises with parents, students and STS 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 sent to you when you inquire about the service. All buses leave the College site at the same time: Mondays - Thursdays at 3:15pm and Fridays at 12:10pm.

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. This bus leaves the College at 4:30pm (2.00 pm Fridays) and serves several areas - the Bus Coordinator will share the locations and times with you when you apply for the Student Transport Service.

Unfortunately, we do not offer a one-way service.

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 STS. 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 STS 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 by email 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

Students should always use their designated Pick Up and Drop Off Locations. If a child requires an alternative location on the same bus route, a request must be sent via email to the Bus Coordinator. This location will not be changed until you receive email confirmation from the Bus Coordinator. Please note that students in Years 12 and 13 can request an alternative Pick Up and Drop Off Location without prior consent from their parents.

If you would like your child to use an alternative bus temporarily, you must inform the Bus Coordinator via email (descbuses@dessc.sch.ae) prior to the day of the requested change. Students will not be allowed to change buses without prior approval.

If your child would like to bring an additional student on the bus who is not a regular bus user, you must send a request for this via email to the Bus Coordinator (descbuses@dessc.sch.ae) prior to the day of the requested change. Additional students will not be allowed to use the bus without prior approval. If/when this has been approved, the additional student must obtain a One-Journey Bus Pass at 30AED from the Bus Office located upstairs in F Block.

If you move to a new house or require a different bus for any other reason, please inform the Bus Coordinator at least one week before the scheduled change using this [Moving Request Form](#). 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. It is advisable to check in advance if the service will 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.

Any bus users who do not to 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.