



Home of Irresistible Learning

# DESS Student Transport Services Guidelines

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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 licences 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 in the main admin building at the front of the school and she can be contacted via the following email: [dessbuscoordinator@dessc.sch.ae](mailto: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.

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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.

### **Changes to the Bus Arrangements**

Please note that due to the current COVID-19 restrictions students are not permitted to make temporary changes to any bus arrangements and only registered users may use the buses, until further notice.

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. 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 DESS 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.

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## **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](mailto: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.