



Transport FAQ's

01 What is the current method of school transportation offered by the school?

The school transport is subject to Covid rules laid down by the regulators. When face-to-face classes resume, the school will be following the same system that was operational in the last quarter of 2021. Children will be divided in 2 groups - Group A & Group B based on grade and location. School buses will pick and drop children as per the schedule that will be published for each group. Each group will be eligible for transport on alternate days – 2 & 3 days respectively and this system will continue for as long as the Covid rules are in effect or more buses are added to accommodate parents increased demands in the future.

02 What are the bus fees currently payable?

Bus fees within Shabiya and MBZ Musaffah will be AED 350/month.

Bus fees outside of Shabiya and MBZ Musaffah will be AED 385/month.

03 What are the current school transport areas and routes?

SSIS currently provides transport to and from Abu Dhabi City, Shabiya and MBZ Musaffah. We will continue to receive requests for new routes/ locations but will add additional capacity and new routes only when we receive the minimum numbers required to operate the route. For bookings, requests or any transport related query please mail the form tutor of your ward.

04 How can parents request bus transportation for their wards?

Parents should send an email to their wards form tutors, requesting school transport and mentioning the pickup and drop off locations. Form tutors will then coordinate this request with the transport-in-charge.

The Transport department will get in touch with the parent within 24 working hours and share the transport registration and undertaking form by mail subject to availability of the vacant seat in the bus.

Parent should complete the forms and mail it back to the transport-in-charge safetyofficer@ssis.ae along with the receipt of payment made for the full bus term fees. Any change in residence or pick and drop locations must be intimated to the school office immediately by filling out the area change form available with the transport dept.

Change of location for pick and drop will be done within 2-3 days of receipt request, subject to seat availability on that route.

05 How are fees for school transport calculated and why?

School Transport operates the buses in compliance with the guidelines given by the regulatory authorities.

ADEK and DOT have stipulated that if a student uses the school transport for one week and up to three weeks in a term, the charge would be 1 month of regular bus fees.

If a student uses the school transport beyond three weeks and up to six weeks in a term, the charge would be 2 months of bus fees.

If a student uses the school transport over six weeks in a term, then the full-term bus fees will have to be paid.

Transportation fees will be refunded in the same manner as tuition fees. DOT rules also state that if a student travels only one way by school transport, the fee will be same as stated above, since one seat will be assigned to the child for that month.

The bus fees are to be paid term wise at the beginning of each term along with the tuition fees. Discontinuation mid-term is not allowed and no claims for fee refund will be entertained.

Kindly note that due to the ongoing situation, it is challenging to accommodate all student transport requests for face-2 face classes, on account of prevailing social distancing rules in classes and reduced bus capacity dictated by the governing bodies.

06 What should the parents do if they want their child to attend school on all 5 days?

The parent can use the bus transport on the days it is available for their ward, depending on the published schedule of Group A & Group B and drop and pick up the child themselves on the other days. Alternatively, parents may opt for online classes on the days school transport is not available for their child's group.

07 What is the process followed once bus fees are paid?

Once bus fees are received the child is put on a wait list until a seat becomes available on a particular route. If there are delays of more than 3 weeks the parent can request for a refund to be processed. Alternatively, the parent can request for the bus fees paid to be adjusted against the next term tuition fees.

The transport dept reserves the right to offer or deny seats on any requested route, as it is solely dependent on the availability of seats on the buses plying that route.

08 Whom should parents contact for transport related queries and concerns?

Parents should address their concerns by email to Form tutor and the transport in charge safetyofficer@ssis.ae

09 Whom should the parent contact for pick up and drop off delays?

The first point of contact should be the respective bus supervisor who is physically present in every bus. Telephone numbers will be shared with parents once a child is allotted a seat on a particular route. If the bus supervisor does not respond, please call the transport in charge @ [+971 56 746 6936](tel:+971567466936)

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10 What is expected from parents when picking up and dropping off children at bus stops?

Parents are responsible to ensure that their child is available at the pick-up location prior to the designated time. Bus Stops locations and times will be informed to parents. Buses will not leave from collection points ahead of schedule and will depart promptly on time. While the school will make all efforts to maintain the published schedule, kindly note that occasionally traffic delays may result in the buses arriving behind schedule at pick-up and drop-off locations.

11 How does the parent inform the school, if a student does not use the school transport on any particular day?

Parents are required to inform the bus supervisor and form tutor in advance if a student is going to be absent on a particular day. If a student does not intend to use the bus on the return trip, the parent send a written communication with the child to school or send an e-mail to the class teacher and transport in charge before the school closes for the day.

12 What are the bus rules that students must adhere to when using the school transport?

Students should be polite and considerate to other passengers travelling on the bus.

They should wear a seatbelt and remain seated at all times.

They should keep the aisle clear when the bus is in motion and communicate in low tones

Students are expected to be at the designated collection point five minutes before the scheduled arrival of the bus. Buses will not wait for students who are not present at the designated bus stop at the specified pick-up times.

Parents / authorized guardians are expected to be present at the pickup locations five minutes before the scheduled arrival of the bus. In the event that the parent / guardian is not present at the pickup location, the child will not be allowed to disembark. The child will be brought back to school and parent/guardian will have to pick them up from the school.

Parents or guardians will be required to compensate the Transport Company for any damage caused/ sustained to the vehicle or fellow passengers, as a result of their wards actions.

For safety reasons, eating and drinking on the bus other than water, will not be permitted.

13 What are the COVID-19 rules for students using the school transport?

All students Grade 1 and above are required to wear a mask.

Temperature checks will be carried out for every child at pickup and before departure from school.

Younger students must be accompanied by an adult guardian until seated on the bus. Their temperature will be taken inside the bus and student will be asked to disembark if found to have an elevated body temperature.

In case a student has an elevated body temperature at the time of boarding the bus from school to home, they will not be allowed to travel by the bus. Parent/legal guardian will need to pick them up from the school.

No food or drink, other than water will be allowed to be consumed on the bus.

In case a student displays Covid symptoms during the trip to school, they will be seated 2 m away from other students and placed in isolation upon arrival at school.

If the symptoms occur during the trip back home, the student will be seated 2 m away from other students and will be the first to be dropped off.

All students developing Covid symptoms are required to visit a SEHA Primary Healthcare Centre, to be assessed by a doctor. They may return to school only upon fulfilling the requirements outlined in the Guide for Private Schools COVID-19 Response Teams.

All school buses are equipped with hand sanitizer, sanitizing wipes and waste bins.

Students must sanitize their hands when getting on the bus, and before dismounting.

Once the school bus enters the school premises, students should wait inside their bus until all students have disembarked from the previous bus.

Students should disembark row by row in an orderly fashion and respect social distancing.

Students will be assigned seating and should only sit in their assigned seats when using the school transport.

14 How will student discipline issues on the bus be handled?

Students travelling on school buses should be well behaved at all times. Any act of indiscipline or damage to the vehicle will result in immediate suspension of the transport. In addition, parents will need to compensate any damage / loss incurred and there will be no refund of the transport fees collected.

15 What is the procedure to discontinue the school bus service?

Parents who wish to discontinue the school bus service are required to send a mail to the form tutor/of their ward as well as the transportation in charge at safetyofficer@ssis.ae.

An acknowledgement with the bus discontinuation form will be sent to the parent by mail. The parent should fill the form and mail it back to the form tutor and transport in charge.

