



**SHINING STAR
INTERNATIONAL SCHOOL**
SHABIYA 12, MUSAFFAH, ABU DHABI, UAE

www.ssis.ae



Transport FAQ's

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

- The school transport is subject to rules laid down by the regulators. The student will be provided with the bus service for all the working weekdays.
- School buses will pick and drop children as per the designated pick up and drop off point by the transport team and schedule that will be published bus wise.



02 What are the bus fees currently payable?

- Bus fees to all areas are now **₹442/month**



03 What are the current school transport areas and routes?

- SSIS currently provides transport to and from Abu Dhabi City, Shabiya ,MBZ Musaffah, Baniyas East, Shahama, Khalifa City A and Al Reem Island. Whilst we continue to receive requests for new routes/ locations, additional capacity and new routes will be added only when we receive the minimum numbers required to operate the route.
- For bookings, requests, area change info, discontinuation or any transport related query please send an email to transport@ssis.ae.

04 How can parents request bus transportation for their wards?

- Parents should visit the transport office at the school to fill the registration form requesting school transport, mentioning the pickup and drop off locations. Payment for the selected route should be made to accounts.
- The Transport department will get in touch with the parent within 72 working hours with the bus number and supervisor's details.
(Confirmation of transport is subject to availability of seats on the request routes.)
- In case of change in residence or pick and drop locations, the school office should be intimated at least two weeks prior, by filling out the area change form available with the transport dept.
- Changes to pick up locations and drops 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 provided by the regulatory Authorities. – ADEK & DOT.
- If a student uses the school transport for one week, the charge will be 1 month of the regular bus fee.
- 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.
- If parents fail to fill out the discontinuation form or inform the transportation department, bus fees will continue to be charged until canceled in writing.
- If parents apply for discontinuation of school transport in the months of June or December, transportation will not be provided when the school restarts again in August and January.
- All requests for location changes / new registrations will be taken care of within 2-3 working days. All requests received after school working hour or on off will only be processed on the next school working day.

06 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 also request for the bus fees paid to be adjusted against the next terms tuition fees.
- The transport department 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.

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

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

- Parents should address their concerns by email to the transport desk - transport@ssis.ae

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

- The first point of contact will be the respective bus supervisors who are physically present on 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 school reception or form tutor immediately

10 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 transport dept. (transport@ssis.ae) copying, accounts@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 transport@ssis.ae copying accounts@ssis.ae.

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

- Parents are required to inform the bus supervisor 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, parents should send a written communication with the child to school or send an e-mail to the class teacher / transport in charge, before the school closes for the day.

12 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 all damages / losses incurred. There will be no refund of the transport fees collected.

13 What bus rules must students adhere, to when using the school transport?

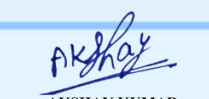
- Students should be polite and considerate to other passengers travelling on the bus.
- They should wear a seatbelt and remain seated at all times.
- They should keep the aisle clear when the bus is in motion and communicate in low tones
- Students are expected to be at the designated collection point 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.
- 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.
- Students must carry sanitizer & 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 Will the school provide bus service for students to travel to the external CBSE Exam Centre?

No. The school will NOT be providing dedicated bus transportation to the external CBSE examination centre for the board exams (Class X/XII).


MR. OM PARKASH
ADMIN MANAGER




AKSHAY KUMAR
TRANSPORT MANAGER



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