



TRANSPORT SERVICE – FREQUENTLY ASKED QUESTIONS (FAQs)

1. Is transport compulsory?

No. Transport is an **optional service** provided by the school to support families.

2. Can I register for transport at any time during the year?

Transport is subject to **availability of routes and seating capacity**. While mid-year registrations may be accepted, priority is given to students enrolled at the start of the academic year.

3. Is transport booked for the full year?

Yes. Transport enrolment is treated as a **full academic year commitment**, as routes and resources are planned in advance.

4. What happens if my child does not use the bus regularly?

Non-use of transport does **not constitute withdrawal**, and fees remain payable as long as the service is available.

5. Can I cancel transport during the year if I arrange my own transport?

Yes, but:

- A **minimum of 30 calendar days' written notice** is required
- Discontinuation will take effect **at the end of the term**
- Fees remain payable until that time

Mid-term cancellations and refunds are **not permitted**.

6. What happens if I withdraw my child from school?

If a **Transfer Certificate (TC)** is issued:

- Transport fees will be charged **only up to the official withdrawal date**
 - Any applicable adjustment will be processed in line with KHDA regulations
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7. Are transport fees refundable?

Transport fees are **generally non-refundable after the service has started**, except where the service is not delivered.

8. What does “service not delivered” mean?

It refers to situations where transport is **completely unavailable for a continuous period**.

It does NOT include:

- Absence
 - Non-use
 - Delays
 - Route or timing changes
 - Dissatisfaction
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9. What happens if the transport service is not delivered?

Where transport is not delivered:

- Appropriate adjustments will be made in line with KHDA regulations
 - The school may offer:
 - Credit note
 - Alternative arrangement
 - Refund (where applicable)
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10. Are fees refundable if I cancel before the academic year starts?

Fees paid before the start of the academic year may be refundable **only if no binding third-party contract has been entered into**.

11. Is transport managed by the school or a third party?

Transport may be operated by the school or by an **approved third-party provider**.

Where applicable:

- Parents must comply with the provider’s terms and conditions
 - These may affect service delivery and refund conditions
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12. Can the school change bus routes or timings?

Yes. The school reserves the right to:

- Modify routes
- Adjust timings
- Reassign buses

These changes are made to ensure **safety and operational efficiency**.

13. What if I am late to pick up my child from the drop-off point?

- The bus will not wait beyond the designated time
- The student may be returned to school
- Parents must arrange collection

Repeated delays may result in **review of transport access**.

14. Can someone else pick up my child?

Yes, but only if:

- The person is **authorised in writing**
 - The school has been informed in advance
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15. What if my child is unwell?

Students with contagious illnesses must **not use transport** until medically cleared.

16. What happens in case of emergencies or disruptions?

In exceptional circumstances:

- Transport services may be adjusted
 - Fees remain payable if the service continues to be available
 - Appropriate adjustments will be made in line with KHDA regulations if services are not delivered
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17. What if I have a complaint about transport?

Parents should:

1. Contact the **Transport In-Charge or School Administration**
 2. Follow the school's **formal complaints procedure** if needed
 3. Escalate to KHDA only after internal resolution attempts
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18. Where can I find full details of the policy?

The full **Transport Policy and Terms & Conditions** are available on the school website and must be read alongside the registration form.