



# *School Transport Service Guidelines*

## 2019-2020

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## Introduction

Nord Anglia International School Rotterdam (NAISR) provides round-trip bus transport services to and from the Rotterdam campus. The service is provided by *Taxi Wooning V.O.F.* The School has been using Taxi Wooning for these services for more than 40 years. Taxi Wooning bus drivers are certified drivers and have passed all required training and background checks.

School transportation services are for registered students only. The service includes morning transportation from home to school, and afternoon transportation from school to home, in line with the transportation schedule and bus routes set by the School. Services are based on a daily fixed schedule to and from school for any particular school year. It is possible to arrange morning only transportation, or afternoon only transportation, or to specify certain days of the week; however, priority will be given to students who register for daily, round-trip services. For students who participate in NAISR after school sports or after school clubs and activities, late bus services will be arranged for existing routes only.

Fees for bus services are dependent on the location of the pick-up/drop-off zone, in accordance with the 6 zones defined by the School (see Transportation Zones & Fees).

Proper function of the service is dependent upon a number of factors. Some are with the control of NAISR and/or Taxi Wooning, such as, vehicle capacity, conforming to safety regulations, maintenance, driver training, etc. However, some factors, such as weather, traffic conditions, etc. are beyond the control of NAISR and Taxi Wooning. Every effort will be made to respect the daily schedule and minimize delays, which are beyond the control of the School or Taxi Wooning.

Effective communication within the transport team, as well as with families using transportation services, is essential. We ask that parents/ caregivers read this document carefully and follow all pertinent procedures. Please communicate all necessary information to the Transport Coordinator at: [transportation@naisr.nl](mailto:transportation@naisr.nl).



## Safety

Taxi Wooning mini-buses are designed and insured to transport children from 3 years of age, and have suitable seat belts. Taxi Wooning mini-buses have a maximum capacity of eight students. According to Dutch law, taxi companies are not required to make use of child booster seats. If you would like your child to be provided with a booster seat, we will facilitate the necessary arrangements.

The safety of school transport depends not only on an effective maintenance plan and reliable equipment, but also on the behaviour of the passengers during the journey. Drivers will encourage and enforce the expected behaviour of all passengers, and report any difficulties to the Transport Coordinator, and if necessary, members of the School's Leadership Team.

Pick-up and drop-off points are planned with student safety in mind. Buses must be able to stop to allow students on and off the bus in a safe manner, and in a location that does not disrupt the flow of traffic.

**Please be advised that under no circumstances will the bus driver leave students on the bus unattended.**

For students in preK1 to Grade 3, parents **must** be present at the designated drop-off/pick-up location to see their child on the bus in the morning, and receive their child at the end of the day. If a parent/caregiver is not present at home when a child is dropped off, the driver will return the student to school, and parents/caregivers are then responsible for collecting their child from school.

Drivers who drive for NAISR are required to be professionally qualified drivers who meet all Dutch legislative requirements and Nord Anglia Education standards for best practice. Drivers are subject to a background check before they are allowed to drive for the School, and complete child protection training every 2 years.



## Student Expectations

The prime concern of the School is safe and orderly transportation to and from school each day. This goal requires cooperation between students, parents, drivers and school staff. Riding the bus is a privilege and not a right. If a student does not follow the rules, uses inappropriate language or behaviour, or is habitually late in the morning or afternoon, bus services may be revoked.

In cases where students do not exhibit expected behaviour, the following actions will be taken:

- The student will be warned, and the student's parents will be notified;
- Further occurrences of unacceptable behaviour will result in suspension of the student's bus riding privilege;
- Continued unacceptable behaviour may result in a total loss of transportation privileges;
- In extreme cases, a student's bus privileges may be suspended without prior warning.

Please remind your child not to leave books or personal belongings on the bus.

Students are not allowed to eat or drink on the bus.

## Communication & Planning

For security reasons, we prefer to use email communication: [transportation@naisr.nl](mailto:transportation@naisr.nl). For sudden emergencies, which require a change (cancellation or use of late bus services) in schedule, please contact the Transport Coordinator: 010-4225351. A return email will confirm that the change has been scheduled. This allows us to strictly monitor presence and absence within the journey, in turn, guaranteeing the safety of your child.

When morning services need to be cancelled, a parent can send a text/Whatsapp message to Taxi Wooning directly, ideally before 6:00 am +31 (0) 6 40200988.



All requests for changes to the regular schedule must be sent to the email address above before 9:00 am. The transport schedule may vary from day to day, or from week to week, due to the weekly after-school activities offered at school. In order to ensure clear communication for the transportation schedule, you may wish to use a weekly grid plan such as the one shown below.

**WEEKLY GRID**

name:	your child's name		class	year group
week of:	enter week here			

	AM bus	Regular bus
MON		
TUE		
WED		
THU		
FRI		

## Vehicles

The mini-buses are well-equipped, with individual seats and safety belts. The seats are arranged to leave a corridor which enables students to easily enter and exit the bus. Buses have low ground clearance and running boards making access easier for the students. The mini-buses are equipped and maintained to ensure student safety and comfort, as well as functionality.



## Transport Zones & Fees

Students who require transportation services will be charged 100% of the fee in established areas, in addition to tuition fees. Morning only transportation is 50% of the fee in established areas, and afternoon only transportation is 65% of the fee in established areas.

When transportation is cancelled or not used, due to illness, early parent pick-up, etc., the instance will not be rescheduled or refunded.

NAISR Transportation Zones (SY2019-20)

- Zone 1 (0-5 km): € 2,900
- Zone 2 (5-10km): € 3,570
- Zone 3 (10-15km): € 4,260
- Zone 4 (15-20km): € 4,890
- Zone 5 (20-25km): € 5,670
- Zone 6 (25-30km): € 6,410

**Additional Fee and Payment Information:** Requests for transportation outside of the standard zones may be possible with fees changed according to distance and time. Please contact the Transportation Coordinator for additional information at: [transportation@naisr.nl](mailto:transportation@naisr.nl). The transportation fee is payable annually and is charged according to the relevant zone as measured by the route planner.

## Registration & Cancellation

New registration for transportation services due to changes for a family move or other new personal circumstances can be made during the school year. However, if the proposed new registration, or change, will impact the zone, an amended invoice will be sent.

To make a new registration request, please complete the 'Transportation and Agreement Form', which can be found [here](#), and email to: [transportation@naisr.nl](mailto:transportation@naisr.nl).



Cancellation of the registration for transport services will be accepted on a per term basis. Cancellation of the registration of transportation services must be made in writing and sent to [transportation@naisr.nl](mailto:transportation@naisr.nl) at least 2 weeks before the end of the term. Failure to comply with this condition may impact any potential refund.

When transportation services are cancelled or not used, due to illness, early parent pick-up, etc., the instance will not be rescheduled or refunded.

## Routes & Schedules

Nord Anglia International School Rotterdam endeavours to provide door-to-door transportation. Pick-up and drop-off points are planned with student safety in mind. Buses must be able to stop to allow students on and off the bus in a safe manner, and in a location that does not disrupt the flow of traffic. The main objective in route planning is to limit the journey for any one student to 45 minutes whenever possible. Because requests for locations within the outer limits in zone 6 and beyond are accepted, please understand that this time limit may not be possible to maintain.

All bus routes run on a predetermined schedule, allowing only for variations in regular traffic flow. We maintain this schedule to the best of our ability to ensure that all families are able to plan accordingly. Each family is asked to assist in maintaining the efficiency of the schedule by adhering to the schedule, and ensuring that students are ready and on time for the bus.

Because families may register or cancel the transport service during the school year, there may be some changes to the bus schedule during the school year. Adjustments to the schedule may also occur once after-school clubs and activities have commenced and there are adjustments to the weekly routines of students registered for transportation services.

Any changes to the transportation schedule will be communicated to you directly by email. Thank you for your understanding and flexibility.