

Oaktree Primary School - Dubai

SCHOOL TRANSPORT POLICY (2026–2027)

Policy Name	Transport Policy 2026-27
Stakeholder	All staff, students, and parents
Policy Directory Reference	Oaktree Primary school - Dubai
Policy Lead	Ilham Abed – Vice Principal
Reviewed by	Mr. Julian William – Director of School
Approved by	Ms Olivia Ruma – Principal
Approved Date	June 2026
Monitoring Cycle	Annually

1. Purpose

The school transport service is provided as an optional facility to support the safe and efficient travel of students between home and school. This policy outlines the operational procedures, responsibilities, safety requirements, and financial terms governing the use of transport services.

Use of the school transport service constitutes acceptance of this policy and all associated terms and conditions.

2. Regulatory Compliance

The school transport service operates in accordance with:

- KHDA Registration and Refund Policy
- Relevant UAE transport and safety regulations
- School safeguarding and wellbeing policies

3. Scope of Service

- Transport services are offered subject to **route availability, capacity, and operational feasibility**.
- Services may be provided directly by the school or through an **approved third-party transport provider**.
- Pick-up and drop-off points may be designated stops rather than door-to-door service.
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4. Transport Operations

- All buses operate on **pre-approved routes and schedules**.
- Travel time may vary depending on traffic, number of stops, and route adjustments.

The school reserves the right to:

- Modify routes and timings
- Change pick-up/drop-off points
- Reassign students to buses
- Appoint or change transport providers.

5. Parent Responsibilities

Parents/guardians are responsible for:

- Ensuring the student is present at the designated pick-up point **at least 5 minutes before the scheduled time**
- Ensuring an authorised adult is present at drop-off (unless otherwise agreed in writing)
- Informing the school of any changes to transport arrangements
- Notifying the school in case of student absence

The bus will wait a **maximum of 2 minutes** at each stop.

Repeated failure to be present at the designated drop-off point may result in administrative action, including review of continued access to transport services.

6. Student Safety and Handover

- Students will only be released to authorised individuals unless written consent is provided.
- If no authorised person is present, the student will be returned to school and parents must arrange collection.
- Bus staff are not permitted to escort students across roads.
- Special arrangements must be approved in writing.

7. Student Conduct

Students must: Follow all instructions from the driver and bus attendant

- Remain seated and wear seatbelts
- Behave respectfully at all times
- Refrain from unsafe behaviour, eating (except water), and misuse of devices

Failure to comply may result in suspension or withdrawal of transport services.

8. Health and Safety

- Students with contagious illnesses must not use transport until medically cleared.
- Parents must inform the school of any relevant medical conditions.
- Emergency procedures are in place in line with safety regulations.

9. Fees and Payment

- Transport is an **optional service** and is charged separately from tuition fees.
- Fees shall be charged for the academic full year, and the payment may be structured termly.
- Full fees for the applicable term are payable regardless of usage.
- All transport fees and applicable terms, including refund conditions, are **clearly communicated to parents prior to confirmation and payment**, in line with KHDA requirements.
- Failure to pay transport fees may result in **suspension of service**.

10. Service Commitment

- Enrolment in transport services constitutes a **commitment for the full academic year**, as routes and resources are planned in advance.
- Transport services are not offered on a flexible or short-term basis.

11. Transport Withdrawal and Notice Period

A. Withdrawal from Transport (Student Continues in School)

- Parents must provide **30 calendar days' written notice** to discontinue transport.
- Discontinuation will take effect **at the end of the applicable term**.
- Fees remain payable until the end of the term.
- No mid-term cancellation, refund, or fee reduction is permitted.

B. Withdrawal from School (Transfer Certificate Issued)

- Where a student is formally withdrawn and a **Transfer Certificate is issued**, transport fees will apply **up to the official withdrawal date**.
- Any adjustment will be calculated in line with KHDA regulations, where applicable.

C. Non-Usage of Service

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

12. Refund Policy

- Transport fees are **generally non-refundable after commencement**, except where the service is not delivered.
- Fees paid prior to the start of the academic year are refundable **only where no binding third-party contractual commitment has been entered into at the time of cancellation**.

Definition of non-delivery

“Service not delivered” refers strictly to situations where transport is **completely unavailable from the school / third party service providers appointed by the school**, and does not include:

- Absence of students
- Non-use by the parent
- Delays by students
- Route or timing changes
- Dissatisfaction

Refund Conditions

- Where services remain available, fees remain payable in full.
- Where services are not delivered:
 - Appropriate adjustments will be made in line with KHDA regulations for the period of non-delivery.
 - Resolution may include:
 - Credit note
 - Alternative arrangement
 - Refund (where applicable)
- All adjustments will be in accordance with KHDA regulations and applicable agreements.

13. Third-Party Transport Providers

- Transport may be operated by an external provider.
- Parents acknowledge that they are entering into a **contractual commitment with the school and, where applicable, the transport provider**.
- The provider’s terms and conditions shall govern service delivery, withdrawal, and refund matters.

14. Service Continuity

- Fees remain payable where transport services are **available and delivered**.
- Where services are **not delivered for a continuous period**, appropriate adjustments will be made in line with KHDA regulations.

15. Force Majeure / Exceptional Circumstances

In circumstances beyond the control of the school:

- Fees remain payable where services continue to be available
- Adjustments apply only where services are not delivered
- Temporary disruptions do not constitute non-delivery

16. Suspension or Withdrawal of Service

The school reserves the right to suspend or withdraw transport services where:

- Fees remain unpaid
- Student behaviour compromises safety
- Parents fail to comply with policy requirements

Such suspension does **not entitle parents to any refund or fee reduction outstanding.**

17. Communication and Complaints

Parents are encouraged to raise any concerns through the school's designated communication channels.

The school will review and respond in a timely manner. Where concerns remain unresolved, parents may follow the school's formal complaints procedure and, if necessary, escalate the matter to KHDA.

18. Data Protection

Student information collected for transport services will be used solely for operational and safety purposes and will be handled in accordance with the school's data protection and privacy policies.

19. Liability

The school will take all reasonable steps to ensure student safety. However, it is not liable for delays or disruptions caused by traffic, weather, or unforeseen circumstances.

20. Policy Review and Effective Date

This policy is reviewed annually and updated in line with KHDA regulations.

Effective from: September 2025