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**TRANSPORT SERVICE – FREQUENTLY ASKED QUESTIONS (FAQs)**

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**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.

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## 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**.

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## 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**.

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### **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**.

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### **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.

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### **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.