



SCHOOL BUS POLICY

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1. Purpose

The purpose of this school bus policy is to ensure the safe and efficient transportation of students to and from school. This policy outlines the guidelines and expectations for students, parents, and staff regarding school bus usage and behavior, and complements the [Guiding Manual of School Transport in the Emirate of Dubai](#) issued by the RTA.

2. Eligibility

All students enrolled in the school are eligible to use the school bus service.

Parents wishing to enroll or re-enroll in the school bus service must complete the online form with accurate contact information and location details **before 15 August 2026**.

Enrollment requests between **15 August 2026 and 30 August 2026** will require a maximum of 5 working days for processing as of 31 August 2026

Enrollment requests after this date must be done by sending an email to bus@icedubai.org and require a maximum of **5 working days for processing**. The email must include:

- Name and class of the child
- Address (building name and number, area, google Map Pin)
- Mobile phone numbers of the father, mother and nanny if applicable

Enrollment in the school bus service is subject to seat availability and service coverage in the area.

Students who are not enrolled in the bus are not permitted to use the bus for insurance and safety reasons.

3. Acknowledgement

By enrolling a student in the school bus service, authorized guardians are acknowledging this School Bus Policy.

Bilingual French International School acts as a facilitator for the service and does not determine the availability of the service in specific areas.

The provided timings for pick up and drop off is the best possible under the constraints of time, routing, and availability of the service.

The use of the [Liveroute App](#), a live tracking application, is mandatory for parents enrolling in the school bus service to track routing and arrival and departure times.

For technical issues, please contact Mrs. Rawaa via WhatsApp at +90 533 614 90 74 or email at support@liveroute.app.

When enrolling in the school bus services, parents undertake to install the [Liveroute mobile application](#).

4. Bus Routes and Timings

Bus routes and timings will be determined by the school bus coordinator. Any changes to the bus routes or timings will be communicated to the parents and students in a timely manner.

The timing given to the parents is based on the current enrolled students and may change accordingly if additional students are enrolled for the service.

No bus changes will be accommodated (for students visiting other students)

5. Student Conduct and Safety

- Students must show respect and follow the instructions of the bus nanny and any assigned bus monitors.
- **For safety reasons, no food or drink is allowed when the school bus is in motion.**
- Students must arrive at the designated pickup point on time and wait orderly.
- Students must board and disembark the bus safely and orderly.
- Students must remain seated with their **seatbelt on** while the bus is in motion and keep the aisles clear.
- Students must refrain from any disruptive or unsafe behavior, including but not limited to shouting, fighting, throwing objects, or tampering with emergency equipment.
- Students are responsible for the care of their personal belongings and must keep the bus clean and free from damage. They must discard any trash in the available garbage bin.
- Students must not extend any body parts out of the bus windows.

6. Discipline and Consequences

Any violation of the school bus policy may result in disciplinary action, which can include verbal warnings, written warnings, temporary suspension of bus privileges, or permanent revocation of bus privileges.

The disciplinary process will follow these steps:

- **1st violation:** Verbal warning
- **2nd violation:** First written formal warning
- **3rd violation:** Second written formal warning — will lead to a one-week suspension of bus privileges
- **4th violation:** Final warning — will result in permanent suspension of bus privileges

The school administration will communicate all disciplinary actions to the parents/guardians involved. In cases of severe misconduct or safety concerns, the school reserves the right to bypass the standard warning process, involve appropriate authorities, and take any necessary legal actions.

7. Parents Responsibilities

- Parents should check the Liveroute App to know the estimated arrival time and ensure that their child is ready and waiting at the designated pickup point.

Parents must not enter inside the bus. Non-respect of this rule can lead to a cancellation of the school bus services and no refund of the fees.

- Parents must show respect when talking or writing to the school bus staff.
- Parents should provide accurate and updated contact and location information to the school for effective communication.
- Parents must notify the school **in advance** if their child will not be using the bus service on a particular day or if there are any changes to the child's regular transportation arrangements. All notifications must be sent via email to bus@icedubai.org no later than 10:00 AM on the same day.

The school is not responsible for any requests that are sent after 10:00 AM, as they may not be processed.

Please note: WhatsApp messages to the bus nanny or any other informal communication channels will not be accepted or acted upon.

- Parents must not give any token money to the school bus nanny or driver for any reason. In case of non-respect of this rule, the concerned student may be suspended from the school bus services.
- Parents must be present or appoint a representative (such as a nanny) to receive their children upon arrival at home. If a representative is appointed, their contact details must be communicated to the school via email at bus@icedubai.org.
- If parents wish to allow their children aged 8 years or older to disembark the school bus by themselves, they must send an email to bus@icedubai.org.

NO CHILD YOUNGER THAN 8 YEARS OLD WILL BE PERMITTED TO DISEMBARK ALONE, EVEN IF ACCOMPANIED BY AN OLDER SIBLING.

8. Bus Driver Responsibilities

- Bus drivers must possess a valid driver's license and necessary qualifications and RTA authorization to operate a school bus.
- Bus drivers must comply with all traffic regulations and ensure the safety of the students during transportation.
- Bus drivers must not stop during transportation of the children nor talk on the phone.
- Bus drivers must ensure that the bus CCTV is working properly.
- Bus drivers must clean their bus on a daily basis and ensure a proper personal hygiene.
- Bus drivers must not leave their bus unattended while the ignition key is on.
- Bus drivers must ensure that the fire extinguisher is maintained and that the first aid box is complete.
- Bus drivers must check up if the bus is empty by walking in the alley of the bus and put the sign "Checked" at the end of each journey.
- In case of emergency, the bus drivers must immediately call his coordinator who shall inform the school and/or the authorities and/or the concerned parents according to the situation.

9. Bus Nanny Responsibilities

- Bus Nannies must use Liveroute App to update the boarding and drop-off of all children.

Bus Nannies must collect the students from the designated location upon pick up from home.

- Bus Nannies are the person in charge of the students taking the bus from pick-up till drop-off.
- Bus Nannies must report any incidents, accidents, or concerns related to student behavior, safety, or bus maintenance to the school administration promptly.
- Bus Nannies must drop off the KG students in their respective classrooms upon arrival at school.
- Bus Nannies must ensure that all the students are present upon pick up from school as per the list provided by the school operations officer.

10. Tardiness

In order to ensure the best timing for pickup and drop-off for the students, the bus driver shall not wait more than 2 minutes for the authorized guardian to bring the student for pick up and receive the student for drop-off.

If the student is not present for pick-up passed this delay, the bus shall continue its journey to the school.

If the authorized guardian is not present for drop-off passed this delay, the child shall be brought back to school where the authorized person shall come for pick-up.

The maximum amount of time for a child's transportation to or from the school is 90

minutes (traffic issues excluded).

11. Coordination

In order to optimize security and avoid miscommunication, all queries must be made by email to be sent to the school bus officer (bus@icedubai.org).

If those actions are not completed, the school cannot be held responsible for any dysfunction.

12. Cost and duration of the service

The school bus service costs:

- **4,000AED** per child Term 1
- **3,000AED** per child Term 2
- **3,000AED** per child Term 3

The above fees will be charged

regardless of:

- The number of days of use.
- If one way or roundtrip is used
- The occurrence of days off during the month

Once paid, **school bus fees are non-refundable** except for the following cases:

- The student cannot attend the school for medical reasons
- The student is leaving the Emirate of Dubai
- The address is located in an area where the service cannot be provided (in case of a change of address after the start of the service)

Proration will only apply if Parents choose to start the bus service later in the term. It will not apply if parents decide to discontinue the service and then re-enroll during the same term or in a subsequent term.

13. Force Majeure and Exceptional Circumstances

The school bus service may be suspended, modified, delayed, or cancelled due to circumstances beyond the reasonable control of the School or the transportation provider, including but not limited to war, armed conflict, government directives, civil unrest, pandemics, epidemics, natural disasters, severe weather conditions, road closures, public safety concerns, or any other force majeure event.

In such circumstances, the School shall make reasonable efforts to communicate with parents and, where possible, resume the service as soon as conditions permit. However, the School does not guarantee any refund, credit, or compensation for interruptions, reductions, suspensions, or cancellations of the school bus service resulting from such exceptional circumstances.

14. Summer Break

For the academic year 2026-2027, the school bus service shall not be charged for the days of use in August 2026 and July 2027 provided that the concerned children are enrolled in the service.

15. Review and Amendments

This school bus policy will be reviewed periodically by the school administration and may be amended as needed.

Any amendments to the policy will be communicated to the parents and staff in a timely manner.

Inquiries

If you have any inquiries related to the school bus routing and timing, you can contact the coordinator
Mr. Iqbal : 050 119 0424 / 056 997 0710