

A Guide to the School Transportation



Standard Terms
And Conditions
2010-2011

Definition of Service

The International School of The Hague contracts with a community taxi Company which provided a door to door transport service at the start and end of the school day.

For Primary students timely service is arranged to deliver children to school for an 8:30 start time. The return journey commencing at or near 15:00 on Mondays, Tuesdays, Thursdays and Fridays, and 12:30 on Wednesdays.

For Secondary School students service is arranged for an 8:25 arrival, with departure at 16:00 daily. Students with class schedules extending beyond 16:00 must take separate arrangements for travel home on the affected days.

For EPO students, a shuttle bus transports from the EPO offices at the Tinbergen entrance to school, at the start and end of the school day, using the Primary school start and end times noted above (8.30 start time, the return journey commencing at or near 15:00 on Mondays, Tuesdays, Thursdays and Fridays, and 12:30 on Wednesdays with an additional shuttle Wednesdays at 14:00 if necessary.

Fees & Invoicing

An agreement to make use of the transportation service will be for the full school year. Additionally it is not possible to accept bookings for a one way journey. Individual invoices will be issued covering the period from the start date of service to the end of the school year for a daily return journey. Invoices are based on number of school days which service will be running and equate to the following daily charges:

- The fee for the door to door service for students residing in The Hague Municipality is €15.85 per child per day for the return journey.
- The fee for the shuttle bus from the EPO campus to The International School of The Hague is €14.65 per child per day for the return journey.

Invoices must be paid on receipt to the following bank account:

Name of Bank: ING Bank

School Account: 66.94.61.741

Make Payable to: Stichting Rijnlands Lyceum

Wassenaar inz ISH IBAN NL85 INGB 0669461741

BIC INGBNL2A

All payments should clearly display the name of the student concerned and the debtor number

Application and Entry Process

When completing your application for bus transport supplied by the school, we then forward the applications to the Taxi service company. Routes and pick up times are then established. This may change the routes at its sole discretion.

Availability of a place on the service will be at the sole discretion of the Taxi service company and will be communicated via email or phone. Once a place is offered and accepted by the family, invoices will be sent home.

The school then sends out The Standard Term and Conditions with a Bus Contract, riders are obliged to abide by the signed contract.

Availability of Places on the Service

Applying for service does not guarantee that the service will be offered or available. The transport service is not subsidized by school fees, so certain minimum numbers are required for any given route to operate. A minimum of 7 students per bus is required. Places for students who apply will be confirmed based upon availability. Invoices should be paid before bus service begins.

Waiting List

Applications will be processed twice during the school year according to the following schedule: July initial applications for service beginning at the opening of the school year, **application deadline June 14th 2010**.

Applications are accepted throughout the school year, but will remain on a waiting list until the next sorting date.

Withdrawal from Bus Service

Withdrawal of a student from the bus service must be given in writing a minimum of 30 days. If accepted you will receive a confirmation of terminating the Contract. Even then a prorated refund will only be made if another student from the waiting list is available to take the withdrawing student's place.

Pick Up Procedure

Students must be on time and ready to board the bus as soon as it arrives in the morning. Drivers cannot wait for students who are running late, nor can they use the horn or ring the doorbell to announce their arrival. If students are required under Dutch law to use a booster seat, parents must provide one and assist with installing the seat on the bus.

End of School Day

For children under the age of 12, **parents must be at home to receive the children at drop off time.** The driver will ensure children enter the house, or in the case of an apartment, go through the first closed door. They are not allowed to leave children under the age of 12 unattended at the door. If children under the age of 12 are allowed a key this must be notified to the school in writing so a note may be made on the bus register.

Unscheduled changes to Daily Service

If the student will not be using either pick up or return transport service on any given day, it is the responsibility of the parents to contact the Taxi company. In the mornings, this contact must be made by 7:30 in order to relay this information in time to the driver. If the child will not be making use of the return transport service, the school must be contact by 12:00. You may not find a replacement for you child if he/she cannot take the bus on a certain day.

After School Activities

When a student participates in after school activities, (e.g, sport club, music lessons, mother tongue classes, etc.) the return transport service will not be available. Accordingly, it is the parents responsibility to arrange pick up for the student. Parents are required to notify the school and the taxi service company that the student will not be using the return transport service on that day.

School Organised Days

When schedule changes affect the entire school (e.g early release days for holidays) bus pick up and drop off times will be adjusted accordingly. However, if time or schedule changes affect only a portion of the student body (e.g school performances, year group tips, etc.) bus pick up and drop off times will not be adjusted, and its parents responsibility to make alternative travel arrangements for the student. Additionally, parents are required to notify the school and the taxi service company that the student will not be using the return transport service on that day.

Withdrawal of Place

The International School reserves the right to withdraw a student from the bus service:

- If the student is repeatedly late or keeps the bus waiting.
- If the student does not strictly follow the code of conduct detailed below.
- If parents are repeatedly absent at the scheduled drop off time.
- If invoice is not paid in full according to the above terms.

Code of Conduct

The following code of conduct must be adhered to at all times to ensure the safety of all students on the bus.

1. Students must obey the drivers instruction at all times.
2. The School rules, as they apply while on school grounds, also apply in the bus.
3. While on the bus students must wear their seatbelts at all times.
4. Students are to remain seated while the bus is in motion and must not stand until the bus comes to a complete stop.
5. Food and Drink cannot be consumed on the bus.
6. Students may not open a window without the driver's permission.
7. School bags must be kept on the floor, not worn or placed on seats.
8. Personal belongings must be kept out of the aisles at all times.
9. Students should wait well back from the roadway until the bus has come to a complete stop.
10. Students must enter and exit the bus in an orderly fashion.
11. Students are not allowed to open the doors of the bus, this the responsibility of the driver.
12. At the end of the School day students are to report to the driver promptly.
13. Students must demonstrate respectful behaviour to other riders on the bus and to the driver. Reports of misbehavior will be allowed up.

Special Situations Procedure

If grievance arises regarding bus drivers or routing, parents should contact the taxi company directly via email to Achttax.bv@hetnet.nl copying the school in any communication.

Families and riders are reminded that ISH serves as liaison with the taxi company to aid in coordinating service but is not responsible for routing decisions or pick up times.

Contact Information:

Bus Coordinator
Corinna Johnson
transport@ishthehague.nl
c.johnson@ishthehague.nl

Primary Office Manager
Kathy Carlier
k.carlier@ishthehague.nl

Telephone: 070-338 4567

Achttax Contact Information:

Email: Achttax.bv@hetnet.nl

Telephone: 070 383 9696