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Deutsche Schule Nairobi
German School Nairobi

BUS TRANSPORT POLICY AND PROCEDURES

Valid as of 01.11.2026

Article One: Introduction

The German School Nairobi is committed to ensuring the safe and reliable transport of students to and from school. This Transport Policy outlines the responsibilities, rules, and procedures for all individuals involved in the school bus service—students, parents/guardians, drivers, conductors, and school staff.

This policy aims to:

- Promote the safety and well-being of all students using the school transport.
- Define expectations for student behavior.
- Clarify roles and responsibilities of parents/guardians, drivers, conductors, and the school.
- Ensure operational efficiency and legal compliance.

All parties are required to read, understand, and comply with these regulations.

Article Two: Responsibilities of Drivers, Conductors, and Parents

A. Student Pickup and Drop-off

1. Students should be ready and waiting at the designated pick-up point **at the scheduled time.** If there is any delay due to traffic or other incidents, the conductor will communicate this accordingly. The bus will wait for a maximum of 2 minutes past the scheduled pick-up time to ensure punctuality.
2. Delays exceeding **2 minutes** may result in the bus departing without the student. The driver/school will not be held responsible.
3. If children are collected from public points (e.g., parks, gates), and the student is not visible, the bus will proceed to the next stop.
4. For afternoon drop-offs, children will only be released to authorized persons. If parents are unavailable, the school must be informed **in advance** with written instructions for alternate arrangements.
5. Students will only be dropped off to a parent, guardian, or authorized individual previously communicated to the school. Under no circumstances will a child be left unattended at a drop-off location. If no authorized person is present, the conductor will remain with the

student, and the school will immediately attempt to contact the parents. The bus may continue with its route while the child is kept safe under school supervision until a handover can be arranged.

6. Students must wait at the designated school loading zone in an orderly fashion. No pushing or shoving is permitted.

B. Parental Responsibilities

Parents/guardians must:

1. Ensure punctuality at pick-up and drop-off points.
2. Notify the school in advance if a student is not using the bus service on a given day.
3. Update the school promptly regarding changes in address or contact information.
4. Report any transport-related concerns in writing to the Transport Office.
5. The school bus service is reserved for student transport. However, school employees may be granted permission for occasional drop-off or pick-up use, provided such requests receive prior written approval through official channels, and do not interfere with student routes, space, or operations. Any related invoicing implications or exceptions must be handled in accordance with the School Invoicing Policy and Procedures.
6. Be financially responsible for damage caused by their child to the bus.

C. Driver and Conductor Responsibilities

Drivers and conductors are expected to:

1. Allow only eligible students/employees to board.
2. Maintain safe speeds (maximum 80 km/h).
3. Assign seats to students and ensure seatbelt use.
4. Ensure all students remain seated while the bus is moving.
5. Prevent students from placing body parts outside the windows.
6. Prohibit food, drink, chewing gum, and littering on the bus.
7. Maintain a quiet and orderly atmosphere (no loud music or shouting).
8. Enforce a strict zero-tolerance policy for:
    - Drugs, alcohol, tobacco
    - Dangerous or illegal items
    - Animals or hazardous materials

Students may only travel on their assigned bus unless prior **written** approval is granted.

Article Three: Special Arrangements

Transportation to/from Alternative Addresses

1. Transportation is only arranged to the registered home address/pick-up/drop-off location unless **formally requested in writing** via the school transport email.
2. Temporary or emergency address changes **must be approved in advance**.
3. Verbal requests are **not accepted** for safety and liability reasons.

Article Four: Student Conduct and Disciplinary Procedures

Expected Behavior

Students are expected to:

1. Board the bus in a safe, respectful manner.
2. Remain seated with a fastened seatbelt during travel.
3. Speak quietly and respectfully to others.
4. Obey driver and conductor instructions.
5. Refrain from:
    - Aggressive behavior, pushing, fighting
    - Throwing objects inside or out of the bus
    - Using profane or inappropriate language
    - Damaging bus property

Violation Procedures

Violations will be addressed as follows:

- **First Violation**: Verbal warning and written notification to parents.
- **Second Violation**: Up to 3-day suspension from bus service.
- **Third Violation**: Up to 2-week suspension.
- **Fourth Violation**: Up to 3-month suspension or permanent removal from the bus service.

Serious misconduct may result in immediate suspension pending investigation.

Article Five: Bus Routing, Rerouting, and Redesigning

Bus routes are determined based on the following:

1. A minimum of **8 students** is required to establish a route.
2. Routes will follow accessible and safe main roads.
3. Stops are based on:
    - Student location
    - Safety and proximity
    - Operational zones (Zones 1, 2, 3)
4. Routes may be adjusted at the school's discretion to maintain efficiency and safety.

Article Six: Registration, Payment, and Refunds

1. Parents must confirm transport enrollment before each new term using the ECA survey or the bus registration form.
2. The school bus service is available to students from Kindergarten onwards. Children in the toddler group are not eligible for bus transport.
3. Bus fees are invoiced in **two payment cycles per academic year** (Semester 1: August–January, Semester 2: February–July), as outlined in the **School Invoicing Policy and Procedures**.
4. The bus service is offered as a round trip only (morning pick-up and afternoon drop-off). One-way bookings are not available. Fees are calculated based on your child's assigned route/zone, regardless of whether the service is used in both directions. Detailed zone classifications, discounts and proration guidelines are provided in the invoicing policy.
5. Daily tickets (maximum of 1 week) must be paid in advance via M-Pesa Paybill 546218 (Account: Child's Name). Booking must be done **at least 24 hours prior** to boarding. Students must present proof of payment to board. Failure to communicate or book within the required time may result in the child not being allowed to board the bus.
6. Any changes of route, address or cancellation of the service must be communicated **in writing** to both the Transport and Finance Offices and will be reflected in the next billing cycle.

Article Seven: Emergency Protocols

- In the event of an emergency (mechanical failure, accident, or health-related incident), the driver will immediately contact the Transport Manager, who will alert the school administration and emergency services if needed.
- Parents will be contacted promptly via the emergency contact details on file.
- A member of school staff will remain in contact with the driver until the situation is resolved.
- Emergency drills and training for drivers and conductors are conducted regularly.

Parents must inform the school of any medical condition that could affect a child during transport. This includes allergies, asthma, or any condition requiring emergency medication (e.g., EpiPen). A plan must be coordinated with the school nurse, and the driver/conductor will be briefed only with essential information to ensure safety and confidentiality.

Article Eight: Safeguarding / Code of Conduct for Staff

All transport personnel (drivers and conductors) must:

- Undergo background checks and clearance in line with DSN's safeguarding policy.
- Receive annual training on child protection, first aid, and student conduct procedures.
- Treat all students respectfully and report any concern or misconduct to the school administration.

Final Notes

- Buses will allow a **maximum 2-minute wait** at each stop before departing.
- The school reserves the right to amend this policy. Any changes will be communicated to parents in a timely manner.
- Repeated violations of this policy may lead to permanent exclusion from school transport services.