Grammar School Dubai

TRANSPORT SERVICE – FREQUENTLY ASKED QUESTIONS (FAQs)

1. Is transport compulsory?

No. Transport is an **optional service** provided by the school to support families.

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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.

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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.

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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.

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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**.

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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.