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Bus Transportation Service

Policy

General Information

The School has appointed *R.M.C Manolis Coaches* as the exclusive provider of student transport services during operational school days, as defined in the academic calendar available on the School's website.

This is not a door-to-door service; new stops are added only when a sufficient number of students require them.

Parents may track the bus via the official GPS tracking app (*BusWhere*).

Subscription Options

Subscriptions, cancellations, and changes must be submitted via the official Request form (**Appendix 1**)

- Round Trip: Morning + Afternoon *or* Evening
- One-Way: Morning *or* Afternoon/Evening
- Flexible Round Trip: Morning + Afternoon on select days + Evening on others
- Flexible One-Way: Afternoon and/or Evening on select days

Flexible Subscriptions:

A fixed weekly schedule must be established within two weeks of starting the service and maintained thereafter. Mid-week changes are not permitted. Schedule change requests must be submitted by Wednesday to take effect the following Monday.

Pre-Primary students may only select one consistent afternoon or evening bus throughout the week.

Example (Permissible):

Afternoon Bus 1 on Mon & Wed; Evening Bus 1 on Tue, Thu & Fri.

Example (Not Permissible):

Afternoon Bus 1 on Mon & Wed, Afternoon Bus 2 on Tue & Thu.

Payments & Refunds

- Invoices are issued per academic term, post-subscription.
- No recalculations will be made for mid-term cancellations.
- Upgrades to flexible subscriptions are permitted. Downgrades are possible, but pricing remains unchanged until the next term.
- Payments may be made in cash, by card at the reception, or via bank transfer.

Communication

- Subscription-related matters must be sent to: bus@isl.cy
- Daily and last-minute operational communication occurs via social media groups (e.g. Telegram) managed by the service provider.

Responsibilities

Students must:

- Wear seat belts at all times and remain seated while the bus is in motion.
- Refrain from distracting the driver, using mobile phones, eating (except water), or behaving disruptively.
- Follow the instructions of the bus monitor.
- Arrive at the bus 10 minutes before departure (Grade 6 and above)
- Not damage bus equipment or accessories are allowed and keep the bus clean

Parents must:

- Arrive at bus stops 10 minutes early to drop off/pick up Pre-Primary and Primary students.
- Complete a “**Walk Alone**” consent form (**Appendix 2**) for students aged 12+.
- Inform the bus manager if some day they pick up/drop off the child, or if they will not attend school.
- Ensure timely payment of transport fees. A grace period may be considered only upon request and emergency situation
- Cooperate with the bus monitor and/or School in guiding the student behavior

NB If not present and unreachable at drop-off, the child will be taken to the final stop. Failure to collect may result in police contact.

Transportation Provider:

- Collect and manage bus service subscriptions, and provide the School with an updated list of registered students.
- Allocate students to appropriate bus routes and stops, ensuring each stop is within a 10-minute walking distance from their residence.
- Prepare and distribute daily student bus lists to the school team.
- Plan, modify, or adjust bus routes as needed to accommodate demand, in line with the stated terms and conditions.
- Update route information on the bus tracking application to ensure parents can monitor the bus location throughout the journey.
- Ensure all buses are licensed, well-maintained, and operated in full compliance with applicable laws and regulations.
- Confirm that all drivers hold valid licenses and adhere to expected conduct and regulatory standards.
- Adhere to published bus schedules and timetables, and promptly inform parents of any changes or delays.
- Assign bus service based on seat availability within the designated area, and maintain a waiting list to provide service as soon as space becomes available.

The School:

- Act as a payment intermediary between parents and the service provider.
- Conduct quality assurance to meet demand.
- Appoint a reliable and reputable service provider
- Provide bus monitor services to ensure child safety and comfort

Bus Monitors:

- Ensure safe boarding and drop-off. Headcount according to the list provided
- Release students only to authorised adults (unless “Walk Alone” consent is provided).
- Maintain order, intervene in cases of misbehaviour, and report incidents.
- Never leave students unattended at drop-off.
- Use the report form (**Appendix 3**) for behavioral or incidents

- Follow the emergency protocol, pass the safeguarding trainings provided by the School
- Daily contact with parents for daily operations or changes

7. Disciplinary Measures

- Subscriptions may be terminated for unpaid fees after a 2-week grace period (upon request).
- Continued misbehaviour may lead to removal from the service temporary or permanently with no refund.
- Behaviour violations are recorded in ManageBac or equivalent.
- If parents repeatedly delay pick-up/drop-off, the bus will proceed to the next stop.
- Persistent misconduct after verbal warnings will result in a formal report and possible exclusion.
- Damages caused by students on the bus may be charged accordingly

Emergency Protocols

In the case of a mechanical breakdown, the driver must immediately inform the transport provider and the School Administration. A replacement vehicle will be dispatched where feasible. Students will remain supervised on the bus unless evacuation is necessary for safety.

In the case of a road accident, emergency services will be contacted without delay. The School and parents will be notified as soon as practicable. First aid will be administered by trained personnel if needed, and a full incident report will be submitted for review.

In the case of extreme weather conditions (e.g. severe storms, flooding, or high winds) which pose a risk to safe transport, the School may delay or cancel bus services. In such cases, parents will be informed promptly via email and/or social media channels used by the transport provider.

If hazardous conditions arise during an active route, the bus will seek shelter in a safe location, and parents and the School will be notified of the delay. Students will remain under the care of the bus monitor and driver until conditions improve or alternate arrangements are made.

Emergency contact list

- School 25 752585

- Operations team : 96301919, 96611088
- Head of School :
- Emergency line: 112

[Appendix 1](#) subscription request

[Appendix 2](#) / consent form

[Appendix 3](#) report form

[Appendix 4](#) Bus monitor protocol