



## TRANSPORT REGULATIONS 2019-2020

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## 1. General provisions

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The Parents Association of the European School Brussels IV (APEEE BRU IV) is an international association with educational aims.

In practice, the responsibility for organizing and managing the bus transport service for the school is assumed by the Board of the APEEE, and more specifically by the member in charge of transport division, who works closely with the Transport Committee (voluntary parents) and the Transport Office (staff employed by the APEEE). The Transport Office is available for parents who wish to enquire about enrolling to the school transport service.

The present rules define the administrative procedures and the code of conduct for pupils and persons exercising parental authority over them, as well as their representatives.

Once enrolling pupils in the bus service, the parents/persons exercising parental authority accept that the Transport office together with the APEEE Board Member responsible for the transport service, can impose sanctions when pupils, persons exercising parental authority or their representatives, cause incidents that put the security of the other passengers, the driver, the monitor or any other person in danger or cause damage to the bus.

## 2. Membership fee

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To use an APEEE service, including the transport one, the yearly membership fee must be paid. The membership fee is to be paid to the Parents Association Brussels IV account. Details about the amount and account number are to be found on the APEEE website [www.bru4.eu](http://www.bru4.eu). By registering with the APEEE, you agree to receive newsletters and emailings from our communication department, to which it is always possible to unsubscribe.

## 3. Enrolment

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### 3.1. Who is allowed to board a bus?

Only the pupils enrolled at the bus service, or those who have bought a single trip ticket, and the transport monitors are allowed on the bus under the conditions stated below. Parents, or any other person not being a pupil, cannot use the bus service. Exceptional situations entitle the Transport Office to accept to admit, aboard the bus, a person other than those stated above. It would be provided for a fair fee, to be determined by the Transport Committee and on a case by case basis. Such cases would include,



for example, the assistant of a pupil with special needs.

Staff of the Transport Office is enabled to enter buses to perform a specific task at the requirement of the Director/Transport manager, as in the case of spot checks for example.

### 3.2. How to enroll in the bus service

Requests for enrolment must reach the Transport Office by 31st May in the school year preceding that for which the request is made. The start date of the enrolment period, the conditions, as well as the deadline are available via the APEEE website, under the Transport section. The requests for Transport are made via the online subscription website (see the "Enrolment" section on the website).

#### **Enrolments must be renewed for each school year.**

A form must be filled in per pupil, even when pupils come from the same household. In case of pupils in shared custody, please make the appropriate specifications in the form as it has an impact on the pupil's trips.

The number of buses and places in each bus being limited, the Transport Office will first process the requests for enrolment received within the time limit. An enrolment request cannot be conditional on the creation or move of a stop. Requests for stops received within the deadlines (in the course of May) will be taken into account, whenever possible, for planning of the next school year.

Should the number and/or content of the request received after the deadline be significant enough to require changes within the bus lines, the Transport Office may propose adaptations during the first school term. In any case, no guarantee can be given. Parents using the lines concerned with the aforementioned adaptations will be informed by the Transport office via e-mail at least one week prior.

Pupils are authorized to use only the lines for which they are enrolled. They may punctually use another line by procuring a ticket. For tickets please refer to chapter 6.5. The teachers and all other persons accompanying the child to the bus must be informed of the change by a note in the school agenda.

### 3.3. Moving to a different residence

In case of residence change during the school year, the choice of a different bus stop in use it is possible if places are available on the line concerned.

The respective request must be sent to the Transport Office at least 2 weeks in advance.



### 3.4. Temporary transfer to a different bus line

In exceptional cases, users may request to use another line for a period of at least three consecutive weeks. The requested transfer will be applied from a Monday to a Friday, provided it was validated by the Transport office before noon on the Thursday of the week prior to the needed change. The Transport office will have to analyse the request and will be depending on the availability aboard the bus.

### 3.5. Validity of a Transport subscription

The validity of a subscription starts from the date requested and, if confirmed by the Transport Office until the end of the current school year. The fee is paid from the beginning of use of the service and for the rest of the school year.

## **4. Communication**

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As a rule, without prejudice to the provisions stating otherwise here below, the Transport Office and the Transport Committee communicate general information to users through its website ([www.bru4.eu](http://www.bru4.eu)).

Questions of individual character should be sent to the Transport Office by email. In case of emergency, especially during the transportation hours, the users should contact the Transport Office by phone. The opening hours and the coordinates of the Transport Office are published on the website of the Parents Association and are promptly updated if changes may occur.

Users must provide the Transport Office with a valid email address, postal address and phone numbers. It is their responsibility to ensure that they can be reached in case of emergency. Therefore, parents should update this information as soon as any changes occur.

Any information of individual nature is, in principle, communicated by email.

Regarding the management of complaints concerning the service, please see section 8.4.

## **5. Badges (for the school)**

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The school proposes to the parents to fill-in a badge with the basic information.

We encourage you to fill in this badge which you can find [on the school website](#). Please also write down this information in your child's agenda.

In case of necessity, the bus monitor will rely on the content of this badge. In case of a change of bus line (bus number), the badge must be updated accordingly.



## 6. Price and Payment

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The price of the subscription is provisionally estimated at the beginning of each school year to cover costs and budget reserves. After an audit of the annual account, a balance may be required. The estimated and later final price will be published on the website.

The price of the service is established primarily according to the following criteria:

- number of pupils enrolled
- number of buses
- share of the costs of the APEEE.

**Three types of subscriptions and one type of ticket are possible:**

### 6.1 School bus service morning and afternoon (100% full subscription)

The price at 100% of the annual contribution (complete subscription) gives the right to a regular use of bus line, independently of the number of days really used by the user:

EITHER:

- In the morning only one, and always the same, bus stop everyday: from home to school
- In the afternoon and Wednesday noon, to go every day: from the school to the **home** bus stop

OR:

- In the morning only one and always the same bus stop everyday: from home to school
- In the afternoon and Wednesday noon, to go every day: from the school to one of the OIB child care centers

### 6.2 School bus transport morning and afternoon (90% subscription)

This subscription type is only for the children of Maternelle (Nursery) and Primary 1+2

- a. In the morning only one and always the same bus stop everyday: from home to school
- b. Afternoons and Wednesday noon – except Friday noon **AND** afternoon: from the school to the **home** bus stop



### 6.3 School bus afternoon transport ONLY to one of the OIB after school centers (65% subscription)

The Subscription at 65 % of the annual contribution gives right and is valid ONLY from school to an OIB child care center, independently of the number of days really used by the student:

- a. In the morning : NO TRANSPORT
- b. In the afternoon, Wednesday noon (and Friday noon only for the children of Maternelle (Nursery) and Primary 1+2): from school to an OIB child care center where the child is enrolled at.

### 6.4 Additional line:

This line is only available to the children who already have chosen one of the subscriptions above mentioned at 6.1, 6.2 or 6.3.

The price is 65% of the school year cost as additional bus line, morning or/and afternoon, independently of the number of days really used by the student, and which will be invoiced to the parents as additional cost to the already chosen yearly subscription, unless a European Institution will cover the cost of this supplementary line.

### 6.5. Tickets – One ticket type is available for punctual changes

The option to use occasionally the transport service depends on the seats availability for the requested bus line. There is no guarantee that a seat is available in the requested bus which is why the tickets ordered 24h before the time it has to be used.

The possibility to exceptionally use the transport, for a different bus stop or at all, depends on the capacities for the required bus.

The ticket request must be done through [the online application](#), at least 24h before and up to 15 calendar days prior to the use. It is the online system that evaluates the seat availability on the requested bus line and will authorize, or refuse, the request for a ticket accordingly. The APEEE is not able to guarantee that a seat will be available in the requested bus. Thank you not to tell your child before receiving confirmation that was placed for your child on that bus.

Once you have placed your order, and have received the confirmation via PayPal that the payment was received, you must print the e-ticket and give it to your child who will, in turn, have to give it to the bus monitor to be allowed to board the bus.



Please contact the Transport Office (phone: 02 474 10 94-97-96 or [transport@bru4.eu](mailto:transport@bru4.eu) ) before using the online system if:

- you need a ticket for the drop off at Merode on Friday noon
- Your child is not enrolled to the APEEE BRU IV. Service is available but only in exceptional cases and if the Transport Office has agreed to it.

For APEEE BRU IV transport subscribers, the first ticket of each term is free.

The ticket price is fixed at:

- 3.00€ per trip for children enrolled to the school transport service
- 5.00€ per trip for children NOT enrolled to the school transport service. In such case, the ticket will be granted only if the yearly enrolment fee as APEEE member allowing the use of the services of APEEE Bru IV (see point 2 of the present rules) has been already paid by the parent.

The payment is done ONLY through the online secured payment service **Paypal**.

To make the request for an occasional bus change ticket, please follow the procedure:

<https://services.apeee-bxl4.be/en/transporttickets/index.html>

**Important note regarding insurance:**

We remind you that in case of accident, children are only covered by the school insurance if they make the journey from school to their home, child care service (garderie) or second official residence. If your child uses an occasional ticket to travel to another destination, parents must ensure that they are adequately covered by private insurance for their trip.

**ATTENTION:** tickets are not allowed before the 15 of September, because the Transport office is still looking into stabilizing the timetables and school bus routes.

Nevertheless, in some very exceptional cases, it may be possible to ask for one or more tickets in case of disease (a medical certificate will be required) or a case of major emergency during the first days of September.



### Payment procedure:

#### 1. Payment by the parents :

For the children in Nursery and for the children which do not benefit of school allocations of the European Institutions and European schools, the payments must be operated as following:

- In 3 bank transfer instalments in the account of APEEE Transport by no later than 1st September, 1st December and 1st March of each school year ;
- using structured communication contained in our registration system.

An invoice would be issued on demand in case that the transport cost is not covered by school allocations by the European Institutions.

In case of non-payment in the delays established by the present rules, APEEE has the right to refuse the access to the transport service, after two recalls, until the payment of the full amounts of the subscribed services.

In case of delay of two payments during one school year, APEEE has the right to invoice in advance the full amount for the following school year.

#### 2. Payment by the employer:

For pupils benefitting of a school allowance of the European institutions and the European schools, the subscription can be paid by these within the limits of the school allocation with the agreement of the responsible institution.

In this case, the APEEE charges directly the institutions **under the condition the parent fills correctly the request for school allowance** according to the procedure in place. This is part of the online Transport application, after you have chosen the bus stop(s).

In case of non-payment by the institution at the due date for whatever reason, the APEEE will invoice the transport costs directly to the parents and the parents must pay the fees (in one month maximum from the date of the invoice).

### Subscription cancellation:

Except otherwise provided above, cancellation from the service is possible in the following cases:

- Change of Residence towards an area where we don't organize transportation;
- Transfer of pupil to another school;
- In cases where the withdrawal is made necessary for medical reasons due to mobility issues,



with medical certificate.

Withdrawal must be notified by registered mail or email with acknowledgement of receipt to the Transport Office at least 30 days prior to the effective date of withdrawal. On the contrary, the user is liable for the fee corresponding to the remainder of the trimester.

Without prejudice to the paragraph above, no withdrawal will be granted if the users have not paid the services used.

## 7. Bus lines

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Lines are created taking into account the several abstract sizes of busses with the aim of filling a bus as much as possible and in the least stops as possible. To put a bus into circulation, the line must have at least 80% of the costs incurred covered by subscriptions.

The list information concerning lines, stops and timetables are available via the online subscription website. A bus timetable may be subject to changes. Such changes are communicated to the parents via e-mail at least one week before the change is implemented. Pupils (morning) and parents or their representatives in the afternoon must be at the bus stop 5 minutes before the scheduled time.

### 7.1 Delays and breakdowns

In the morning, if a bus is more than 15 minutes late or cannot be assured and the Transport Office has knowledge about this, the Transport Office will try to inform parents via adequate communication channels or parents can contact the Transport office.

If buses cannot circulate for any reason, ex. for heavy snow or a demonstration, the Transport Office will inform the school in order to take the appropriate measures and inform the parents via the class representatives.

The parents may call their bus monitor(s) in cases of important delays. The phone numbers of the monitors of each of the busses a child is entitled to travel with is available in [their Transport subscriptions](#).

### 7.2 Bus stops

Stops are susceptible to change from year to year in accordance with the evolution of the school population and location of pupil's homes.

The stops on the lines must be created in a way to balance out between the different types of vehicles available.

The furthest stops must be reached every morning before those nearest to the school. Every afternoon the nearest stops to the school are reached first.



Whenever buses are allowed use the public transport lanes, they should also use their public transport stops.

The Transport office tries, as much as possible, to keep transport times to an average of one hour in the morning and an hour and a half on the return trips. If, for any reason beyond our powers (road works, circulation plans modified in a particular area, a drop in population in parts of the serviced area, etc.) travelling times are deemed too long, the Transport Office may decide to rationalize the impacted bus lines by cancelling some bus stops and replace them with more central bus stops or even limit to just one stop for a single town or quarter.

The following criteria are taken into consideration in creating or suppressing stops:

- 1°) The numbers of pupils living in a specific area. Stops should if possible group children of several families.
- 2°) Distance between home and the nearest existing stop;
- 3°) Duration added to the total line;
- 4°) The total number of bus stops on the line which should normally not exceed 10;
- 5°) Accessibility;
- 6°) Contractual limits and possibilities;
- 7°) Belgian relevant legislation.

The stops are created preferably on main roads, avoiding roads with speed bumps and using as much as possible stops already existing in the Belgian public transport.

A policy of equal treatment is applied in the limits of the possibilities by APEEE. We ask you to contact us if your child requires particular conditions of transport at the email address [transport@bru4.eu](mailto:transport@bru4.eu) in order to evaluate the possibility to provide an appropriate transport service.

Under normal traffic conditions, the round trip should not exceed 150 minutes.

Parents are asked to inform the Transport Office of any road works or problems with bus stops in order to find a solution for collecting the children.

## **8. Safety and rules to be followed**

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Persons exercising parental authority or their representatives are responsible for the surveillance of their children until they get into the bus in the morning and after leaving the return bus. They must make necessary provisions to meet the children at the stop.



They are responsible for carrying the information contacts of the Transport Office, with the aim to contact it if necessary.

Children must respect instructions given by the monitors. During the journey children must remain seated.

All passengers must fasten their safety belts during the transport service until the vehicle arrives at the destination.

During transport, getting on and off the bus, children must respect instructions given by the monitor.

After having received a traineeship by the Transport Office, the monitor is the only person entitled to take appropriate measures aiming to insure the security and good functioning of the service. In his absence, this responsibility falls upon the driver.

Bringing dangerous objects (knives, penknives, lasers, etc.) onto the bus, except for those required by the applicable legislation or for medical reasons, is strictly forbidden for pupils, drivers and monitors. Any other cumbersome objects (balls, marbles, etc.) should stay in their bags.

**The use of mobile phones and other mobile devices:**

The APEEE BRU IV advises against the use of mobile phones and other appliances (tablets, smartphones, iPads, etc.) aboard their buses, but their use is tolerated under the following conditions:

- It should not be disturbing the driver's work, or be annoying to the bus monitor or the other students aboard the bus. Therefore, videos should be watched and music should be listened to using headphones. It is allowed to phone someone if, for example, the student wishes to let their parents know there are delays.
- It is absolutely forbidden to take pictures, to film or record sound aboard the bus.
- Problems and conflicts that might ensue due to the use of a student's mobile device will engage the sole responsibilities of the students themselves and their parents.
- The APEEE's responsibility cannot be engaged in case the mobile device is lost, stolen or broken.

Eating on the bus is prohibited.

Drinking of water is permitted. However, no soft drinks or hot beverages are permitted. This is in alignment with the regulations of the bus companies.

The drivers are strictly forbidden to play any videos for the children during transport.

Pupils are strictly forbidden to open the doors or windows without the permission of the monitor.



When the bus arrives at the school in the morning, pupils must directly go their classes or lockers even if they do not have classes during the first period.

It is forbidden to allow children to get off the bus at a different stop than the one indicated on the enrolment form, unless a written request from the parents has been previously sent to the Transport office and the latter has approved it **at least 4 hours** before the bus departure.

Nursery and primary pupils may not get off the bus unless:

- there is an authorized person to meet them or parents have informed the Transport Office in writing that the pupil is accompanied by a secondary school sibling on the same bus. In any case, the responsibility of the Parents Association ends the moment the pupil leaves the bus.
- In case there is no authorized person to receive or accompany the child, the monitor or the driver must keep the child in the bus and contact the Transport Office who will contact the parents.

If necessary, the monitor or the Transport Office may:

- ask the driver to return the child to the school or to the garage at the end of the journey;
- leave the child at the nearest Police station as a last resort.

In any case, the Transport Office, the school and parents are immediately informed. If the incident is repeated it could lead to exclusion of the pupil from the service.

In the afternoon pupils leaving classes must get onto the bus immediately, but cannot leave the bus without permission from the monitor.

The class, the bus, the bus stops and contact numbers for the parents or the persons authorized to collect the child must be indicated on the first page of the agenda and on the pupil's badge and updated in case of change. Pupils should be instructed about their bus numbers and their bus stops available in [their transport subscription](#). In addition, the bus driver and the monitor will receive a list with the names, stops and contact details of their passengers.

### 8.1 Bus drivers and monitors

The Transport Office is trying to have a monitor in each bus. When he takes up duties, the monitor is instructed by a member of the Transport Office and is handed a copy of the rules which he has to sign. Their attention is particularly drawn to ensuring security during transport and respecting children.

It is not possible to check the identity of the person collecting a child at the bus stop. It is the parent's or responsible person's obligation to be present at the time of arrival of the bus and to remain at the indicated stop until arrival. In case of unforeseen circumstances the Transport Office must be notified so that a solution can be arranged.

Only the Transport Office is authorized to give instructions to the bus company, the monitors or, via the



company, to the drivers.

Bus drivers and monitors are not authorized to deal with problems relating to the bus routes. They are authorized to apply the rules defined, to maintain discipline and safety.

Driving is in accordance with Belgian law. Buses and the drivers must be up-to-date in accordance with Belgian rules in force (insurance, roadworthiness test, etc.).

The vehicle must be equipped with two plates indicating that it is a school bus.

### 8.2 Discipline

The Transport Committee defines the rules of conduct. Children are required to demonstrate good citizenship and respect the bus and its property.

The Transport Committee and/or the Transport Office can exclude any user whose behaviour is not in line with the rules of behaviour, who harasses others or commits acts of vandalism. The decision will be communicated to the parents in writing. Exclusion from the service does not entitle the parents to reimbursement or cancellation of the debt.

The Parents Association is not responsible for damage, harm or injuries caused by pupils using the school transport. Costs incurred will be charged to the perpetrators of the damage or their parents.

Harassment is in no case tolerated. Any incident implying harassment must be immediately communicated to the Transport Committee who will take the appropriate measures.

The Transport Committee and/or the Transport Office reserves the right to take disciplinary action if children are responsible for incidents putting the security of other children, the driver, the monitor or any other person at risk, or damaging the bus.

### 8.3 Abuse

A pupil using the school transport without having a valid subscription or a ticket is subject to a fine. The parents will be informed of the fraud by registered mail or email with acknowledgement of receipt. The fines are progressive:

**1st offence 15 €**

**2nd offence 30 €**

**3rd offence 100 €**

The amount of the fine must be paid within a given deadline.

It is forbidden to arrange another stop with the bus driver or monitor other than the stop appearing on the official route. Users disregarding this rule can be excluded from the use of the service.



#### 8.4 Complaints

In case of problems or remarks, parents shall address the Transport Office which will verify the information and take the necessary measures within a reasonable time limit. If no reply is given within reasonable time, parents can contact the APEEE Transport responsible and afterwards the Director of the APEEE.

#### 8.5 Exclusion from the service

Non respect of these rules can lead to the exclusion of the responsible user from the service, for a temporary period of three days up to a definitive exclusion. Also, exclusion can result from:

- Non-payment;
- Repetitive late payment;
- Parents or legal guardians being constantly late or not showing up at the afternoon stop;
- Disregard of the discipline and safety rules by all persons in the bus.

#### 8.6 Lost objects

The Transport office is accessible from Monday to Thursday between 10:30 and 11:15 if your child thinks he/she might have lost something aboard a bus during one of the trips we organize and they want to check if it was brought back to our office.

If the lost property isn't or no longer is at the Transport office, we suggest you check on a Friday with Eurêka or on their website ([eureka@bru4.eu](mailto:eureka@bru4.eu)).

Parents may also let the Transport office know about lost property by email, via an online form we may provide. If the lost property isn't at the Transport office, the information will be transferred to the bus company.

## 9. Agreement with the transport rules

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The transport service of the APEEE is a collective service for the pupils of the European School Brussels IV.

Without prejudice to any other section of the current rules, with the subscription to the service, parents are required to declare that they have read and understood the present rules and fully agree to them and



most particularly, to the fact that:

- The full subscription fee is due from the first day of enrolment until the end of the school year
- Withdrawals are only possible in the cases and under the conditions stated under Section 5.

Rules are published on the website and must be accessible during the entire enrolment exercise.

## **10. Regulation change**

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This document may be amended during the course of the school year.

In case of disputes, this regulation is exclusively governed by the Belgian law and only subject to the courts of Brussels.

Only the French version of these rules will serve as a reference in a court of law.