

**Association des Parents d'Elèves de l'Ecole Européenne de Bruxelles IV Aisbl**  
Parents Association of the European School Brussels IV Aisbl  
Elternvereinigung der Europäischen Schule Brüssel IV Aisbl  
Associazione dei genitori della Scuola Europea di Bruxelles IV Aisbl  
Oudervereniging van de Europese School Brussel IV Aisbl  
Асоциация на родителите на учениците от Европейско училище Брюксел IV Aisbl  
Asociația de părinți a elevilor de la Școala Europeană din Bruxelles IV Aisbl  
Euroopa Kool Brüssel IV Vanematekogu Aisbl



# **TRANSPORT**

## **RULES OF PROCEDURE**

**School Year 2021-2022**



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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 and to providing a range of services for students attending the European school Brussels IV.

In practice, the responsibility for organizing and managing the bus transport service for the school is assumed by the executive committee 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 legal representatives. These persons are also required to comply with the charters of the transport service.

Please note, therefore, that enrolment in any APEEE service will be treated as an agreement to adhere to these regulations in their entirety. Rules are published on the website and are accessible throughout the academic year.

Once enrolling pupils in the bus service, the parents/persons exercising parental authority accept that the Transport and APEEE management 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.

The APEEE's liability is incurred the moment the child is taken in charge by the APEEE.

As part of its tasks, the transport service needs to have access to personal data. The service hereby declares that it recognises the confidentiality of the said data and consequently undertakes to take all precautions as part of its remit in order to protect the confidentiality of the information to which it has access, and in particular to prevent it from being communicated to persons not expressly authorised to receive this information, thus avoiding the misuse or fraudulent use of this data.

The service undertakes to take all precautions to preserve the physical and logical security of this data.

In accordance with the European regulation on the protection of personal data, you may exercise your rights of access, verification, rectification, or deletion of your data by contacting us at: [data-protection-officer@bru4.eu](mailto:data-protection-officer@bru4.eu).



## 2. Membership fee

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To use an APEEE service, including the transport one, parents must become members of the APEEE by paying an annual membership fee.

To do so, please go to [our online registration system](#) and register as a member of the APEEE. Once you have completed this registration, you will be able to proceed with the transport registration and any other registration.

The details of our different account numbers are to be found on the APEEE website: [www.bru4.eu](http://www.bru4.eu).

## 3. Enrolment

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### **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 Transport manager and/or Director, as in the case of spot checks for example.

Pupils are authorized to use only the lines for which they are enrolled. From S2 onwards, only the second departure at 4.10pm will be mentioned in your child's registration. Priority is given to pupils from M1 to S1 included for the first departure at 3:20pm.

Pupils may punctually use another line by procuring a ticket. For tickets, please refer to chapter 6. 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.

### **How to enroll in the bus service**

Requests for enrolment must be made via [the APEEE online registration website](#).

Registrations received before June 30 of the school year preceding the one for which the request is made



will be taken into account for the network adjustment.

The start date of the enrolment period, the conditions, as well as the deadline are available via the APEEE website, under the Transport section: [www.bru4.eu](http://www.bru4.eu).

### **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, an additional registration will have to be made as it has an impact on the pupil's trips.

All enrollments are being processed on a “first come, first served” basis. 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 30 days from the start of registrations 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.

The APEEE reserves the right to refuse transport registration to families who are in arrears with their payments for the other services (canteen and extracurricular activities as well as the annual membership fee of the association).

#### **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.

#### **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 Transport office will have to analyze the request and will be depending on the availability aboard the bus.

The requested transfer will be applied from the first day of the week of the requested period until the last Friday, provided it was validated by the Transport office before noon on the Thursday of the week prior to the needed change.

#### **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 office hours and contact details can be found on the APEEE website.

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 are required to update this information themselves in their profile on the APEEE registration system 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.

## 5. Nametag (of the school)

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The school proposes to the parents to fill out a nametag containing basic practical information to be attached to the nursery and primary children's schoolbags.

We encourage you to fill out this nametag and to write down this information in your child's agenda. For more information, please visit the school's website: <https://eeb4.be/>

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

## 6. Subscription: formulas, payment, and cancellation

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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.

### **Subscription formulas and tickets**

All our prices are available on our website: [www.bru4.eu](http://www.bru4.eu)

There are three subscription formulas and one ticket option:

#### ✓ 100% Formula

This subscription formula gives the right to a regular use of bus line, from Monday to Friday, regardless of the number of days really used by the user:

EITHER:

- In the morning: from one and always the same home bus stop to school
- In the afternoon and on Wednesday noon: from the school to the home bus stop

OR:

- In the morning: from one and always the same home bus stop to school
- In the afternoon and on Wednesday noon: from the school to one of the OIB childcare center

#### ✓ 90% Formula

This subscription formula is only for nursery and primary P1 and P2 children.

- In the morning: from one and always the same home bus stop to school
- In the afternoon (except Friday noon and afternoon) and on Wednesday noon: from the school to the home bus stop

#### ✓ 65% Formula

The subscription formula gives right and is valid only from school to an OIB childcare center, regardless of the number of days really used by the student:

- In the morning: no transport
- In the afternoon, and on Wednesday noon (as well as Friday noon for nursery and primary P1 and P2 children): from the school to an OIB childcare center where the child is enrolled.





- ✓ Drop-Off Merode - departure at 1pm and only on Friday

On Friday lunchtime there is a special bus service to Merode.

This subscription formula is only for nursery and primary P1 and P2 children. It entitles the holder to a trip to the surroundings of Merode and this only on Fridays at around 1pm.

- ✓ Additional line

This line is only available to the children who already have chosen one of the subscriptions above.

The price is 65% of the school year cost as additional bus line, morning or/and afternoon, regardless of the number of days really used by the user, 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.

You can find all our subscription formulas [on our website](#).

- ✓ Tickets

All ticket purchases must be made via [the APEEE online registration system](#), 24 hours before the day of the stop changeover.

The option to use occasionally the transport service depends on the available capacity of the requested bus. This will be automatically calculated by the system.

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. The purchase of the ticket is only available for the 15 calendar days following the date of the online request.

Please contact the Transport Office 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. Service is available but only in exceptional cases and if the Transport Office has agreed to it.

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

**Tickets will be granted only if the yearly enrolment fee as APEEE member allowing the use of the APEEE services (see section 2 of the present rules) has been already paid by the parent.**

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





#### 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, childcare 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 only allowed from the second week of school.

#### **Payment procedure**

##### ✓ 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 to the APEEE Transport account by no later than 1st September, 1st December and 1st March of each school year;
- Using structured communication contained in our online registrationsystem.

**Important:** Please make sure to use the number of the structured communication that you will find 8 2020-2021 [www.bru4.eu](http://www.bru4.eu) on the quarterly payment notice and the specific bank account of the service concerned. For all transactions coming from an account outside Belgium, please indicate the same reference in communication and inform us by email ([transport@bru4.eu](mailto:transport@bru4.eu)).

An invoice can be issued upon request if necessary.

In case of non-payment, the APEEE has the right to block access to the service(s), after sending two reminders, 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.

##### ✓ 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.

The parents of these students will have previously completed their school declaration with their 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**

The full subscription fee is due from the first day of enrolment until the end of the school year.

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 email at [transport@bru4.eu](mailto:transport@bru4.eu) with acknowledgement of receipt from the Transport Office at least 15 days prior to the effective date of withdrawal. Otherwise, the user will not be reimbursed and remains liable to pay off the remaining balance.

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

In case of reimbursement, the amounts will be reimbursed on a pro rata temporis basis for the period concerned, after deduction of fixed costs.

## **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 registration system. 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 (in the morning) and parents or their representatives in the afternoon must be at the bus stop 5 minutes before the scheduled time.



### **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 as soon as possible, via adequate communication channels: the mobile phone in the first instance thanks to the numbers indicated in the online registration system.

In addition, parents can contact the Transport office.

If buses cannot circulate for any reason, (i.e. bad weather, traffic jams, demonstrations), 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 bus monitors can be found in their child's transport profile.

### **Trip cancellation**

The Transport Office is the only one authorized to cancel a bus tour. Should this be the case, the office will inform parents via mobile phone using the numbers indicated in the online registration system.

### **Bus stops**

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

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

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

- The numbers of pupils living in a specific area. Stops should, if possible, group children of several families.



- Distance between homes and available stops.
- Duration added to the total line.
- The total number of bus stops on the line should ideally not exceed ten.
- Bus accessibility.
- Contractual and mobility limits.
- Belgian relevant legislation.

Stops are placed primarily along the main roads, avoiding degraded roads or roads with speed bumps as much as possible and using stops already existing in the Belgian public transport as much as possible.

No stops can be created within a radius of 1,000 m around the school.

Relevant medical reasons may be taken into account when creating a stop to facilitate access to the bus.

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.

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

## 8. Safety and code of conduct

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### Safety

Parents or persons exercising parental authority 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 bus stop and be there 5 minutes before the scheduled time.

All passengers must remain seated with their seat belts fastened during the journey until the bus arrives at the destination.

Sometimes children get sick on the way. In the interest of prevention, please prepare a bag to put in your child's schoolbag. We recommend a vomit bag adapted to this type of situation, which can be purchased online (on Amazon for example).

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 ensure 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 for medical reasons, is strictly forbidden for pupils, drivers and monitors. Any other cumbersome objects (balls, marbles, etc.) should stay in their bags.

### Code of conduct

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

The APEEE 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.

Water is the only drink allowed on board buses.

Pupils are strictly forbidden to open the doors or windows without the permission of the bus monitor and/or the driver.

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.

### Bus exit authorization

On the return trip, several options are available upon your child's arrival by bus at their stop:

- Yes: my child is allowed to get off the bus on their own. Note: **from the 3rd level in secondary and on** it is considered that a student is allowed to leave the bus alone.
- No: my child must be picked up by one of their parents, or an appointed adult, at the bus stop. If this



condition is not met, the child remains on the bus and the bus resumes its course (see below).

- Sibling: your child may leave the bus together with their older sibling(s) provided you checked “Yes” for those.

The responsibility of the APEEE ends when the student leaves the bus. If there is no person authorised to pick up or accompany the child at the bus stop, the bus monitor and the driver must keep the child in the bus and inform the Transport Office, which will then contact the parents while the bus continues its journey.

If necessary, the monitor or the Transport office may:

- Ask the driver to return to the bus stop or to the school at the end of the journey.
- Leave the child at a police station on the bus route as a last resort.

In any case, the Transport Office, the school and the parents will be informed immediately. 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 and cannot leave the bus without permission from the monitor.

The class, the bus number, the bus stops and contact numbers of 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 profile. In addition, the bus driver and the monitor will receive a list with the names, stops and contact details of their passengers.

### **Bus drivers and monitors**

The presence of a bus monitor is recommended but is not a legal obligation. The Transport office therefore strives to have a bus monitor in each bus.

When the bus monitor takes up duties, he is instructed by a member of the Transport office and is handed a copy of the rules which he must 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 (front and rear) indicating that it is a school bus.

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

### **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 behavior is not in line with the rules of behavior, who harasses others or commits acts of vandalism. Any damage to the equipment caused by a student will be charged to the parents. 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.

### **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 manager, afterwards the Director of the APEEE and finally the administrative Board.

### **Sanctions**

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 for fraud are as follows:

- **1st offence: 15 €**
- **2<sup>nd</sup> 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.





### **Exclusion from the service**

Non respect of these rules can lead to the exclusion of the responsible user from the service, for a period ranging from a minimum of 3 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.

### **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 is not or no longer is in the Transport office, please contact the Eurêka service ([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. Regulation change**

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This document may be amended during 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.