

## Bus Service Terms and Conditions

### 1.0 Objective of the Agreement

The purpose of this Service Level Agreement (SLA) is to describe the bus transport services that The British School of Milan SRL and/or its representatives (from now on “the School”) provides, the quality standards expected in terms of service delivery and the general conditions of the service.

This Agreement sets out:

- School Transport Services provided;
- Terms and Conditions of the School Transport services;
- Responsibilities of the families and School;
- Contractual Parameters.

### 2.0 General Bus Service Terms and Conditions

- The request for transportation does not guarantee registration to the bus service; the School reserve the right to accept/deny any requests.
- the school transport service is available to pupils from age 5. Pupils under the age of 5 are not eligible to utilize the school transport service.
- The School, at its complete and sole discretion, define, and modifies timetables, itineraries and the type of vehicles used, and offers alternate pick-up or drop-off points on all its routes to meet its organizational needs and to ensure efficiency of service. Prior notice of any change of service will be given by the School to the pupils' families.
- The service is organized and is carried out by the School with the greatest possible punctuality and attention in consideration of the destinations of the pupils using the service and the available road routes; the School is, however, exempt from liability for delays/mishaps due to external circumstances (i.e. traffic congestion, road closures, weather conditions, strikes, etc.) that may lead to delays or interruptions to the service;
- Changes of address must be communicated to the School with advance written notice of at least 30 days, and in such cases the School reserves the right to offer an alternate pick-up or drop-off point or shuttle bus use. If the alternative pick-up or drop-off point offered is not accepted and cancellation of service is asked, point 3 will apply;
- The journey times are dependent exclusively on the distance of the address, the route and the traffic situation in that specific area, the School reserves the right to indicate earlier pick-up times than the previous year to ensure a timely arrival to School;
- The school buses may have a GPS tracking system on board, allowing the monitoring of all buses and pupil attendance in real-time.
- Buses may also have video cameras mounted to monitor all pupils on board and ensure safety. Due to privacy laws, the video camera footage may only be viewed by authorised School Staff.
- Due to safety, security and insurance reasons, only BSM pupils may board the school buses;

- Due to safety issues, please be advised that direct communication with bus drivers and bus assistants is not permitted. The phone numbers of the bus drivers and bus assistant will not be provided to parents;
- Kindly note that Bus Routes will not be published beyond the school community for security reasons.

### **3.0 Contractual Parameters**

- Bus Fees are listed on the School website and in the School Transport Services Request Form. In case of cancellation of the bus service, a written notice is required by the same deadlines stipulated by BSM for pupil withdrawal.

### **4.0 Limitation to the use of the School Transport Service**

- Any bus/stop change request by bus users may be granted only if:
  - the request is made in advance and has been agreed with the School
  - the bus does not have to deviate from or extend its normal established route
  - it is requested only once a week and is not a repeating change.

### **5.0 Shuttle Bus Service**

- The shuttle bus service is available to all pupils following their after-school activities throughout 2024-25. Three shuttle buses will operate, and will depart from BSM at the following times: 16.45; 17.05 and 17.35. Pupils should be booked on the shuttle bus that immediately follows the end of their activity session, and pupils attending an offsite activity will be transported back to school in time to join their booked shuttle bus. There is no shuttle bus service at later times or directly from external venues.
- The Shuttle buses have a limited number of seats available.
- The drop-off points of the Shuttle Buses are communicated at the beginning of the school year and cannot be modified. Shuttle Bus Routes are revised each academic year.
- the shuttle bus service may only be used by pupils that remain on school grounds or attend an offsite activity, once pupils have left school grounds (and do not attend an offsite activity), they may no longer use the shuttle bus service.
- The Shuttle Bus Service is considered school transport and all regulations regarding responsibility and pupil behavior apply as described below.

### **6.0 Responsibility of School**

- The responsibility of the School is limited to the period in which pupils are transported from the prearranged pick-up point to the school building and from the latter to the drop-off point. Therefore, the School will not be held responsible in the event of adverse incidents and/or occurrences for the pupils prior to boarding the bus or after having disembarked. Parents and/or guardians will be solely responsible in the event of accidents that may occur to pupils in the period before boarding the bus or after having disembarked.
- If an adult/guardian is not present at the drop-off point, the School will use its best endeavors to contact the parents. If this is not possible, the child will remain on the bus and complete the bus

route and parents will have to collect the child at the last stop. If this occurs repeatedly, the School reserves the right to cancel further service and no reimbursements will apply.

- For any urgent matters relating to the transport service, the School will communicate with the parents and/or legal guardians of pupils or family members or designated persons indicated in the School Transport Services Request Form, using the telephone numbers and emails provided by them.

## 7.0 Responsibility of Families

- Pupils must arrive at the pick-up point in the morning at least 2 minutes before the scheduled time on the timetable. Drivers and assistants are NOT allowed for any reasons to ring your bell to make your child come down. The driver must leave from the agreed stops no later than 1-2 minutes after the time stated in the timetable. Pick up time and drop off time in the timetable have to be considered approximate, so please allow a tolerance of 2-3 minutes, for better or worse.
- Pupils must be punctual in boarding the bus for the return from school, the buses will depart school no later than 15:45 hours.
- Parents and/or guardians of the Primary School pupils must guarantee that they or a family member or an accompanying adult designated by them, will remain in the company of the pupils until they board the bus and will be present when they get off the bus. Please see point 9.
- Parents and/or guardians of the Senior School students: please see point 9.
- Damage caused to the bus, through vandalism or malicious intent will be charged to parents and/or guardians.
- Any change in phone numbers of parents or guardians of the pupils and/or their designated family members, must be promptly notified in writing to the School so that the necessary changes to its records may be made;
- In case of illness or absence, it is necessary to notify the absence to the School Bus Manager; Mr Roberto Cozzi cell phone +39 335 213046 24/h. Or, when implemented, through the Bus Parent App;
- All communications regarding bus services must include child's complete name, bus route name/number and year group, and should be sent to the Bus Manager at the contact details listed above;

## 8.0 Pupil Behavior

- Pupils are not permitted to use any bus service other than the one they contract into with the school. An occasional change of bus route may be authorized, but only as detailed in Point 4.
- According to Rules of the road and CEE, CVV regulation CEE 314/90, we recall to parents and pupils that eating and drinking on the bus is forbidden.
- Pupils must sit down during the whole journey, both while the vehicle is stationary as well as moving, with seat belts fastened and for no reason must they unfasten them.
- Pupils must behave in a polite and orderly manner, and comply with the requests of school staff and/or bus drivers, in order to ensure efficient transport services and guarantee safety.
- The time of the route has been scheduled in accordance with the due speed limits, with a short

tolerance. If the driver has to stop driving to deal with misbehaviors, it will cause waste of time and delay in the timetable.

- Impolite, dangerous behavior and/or disregard for safety rules by pupils during transport will not be tolerated. It will be immediately reported to the School and parents. In the event of three reports of misbehaviors, parents/guardians will be informed in writing that the pupil may not continue to use the bus with no refunds issued.
- Notwithstanding the above the Principal reserves the absolute discretion to immediately remove a pupil from the bus where it is felt that a pupil's behavior represents an unacceptable safety risk either to him/herself or to other pupils using the bus service.

### **9.0 Authorization to be disembarked alone**

- For Primary School pupils, as already stated in point 7, parents/guardians acknowledge that a parent/guardian must be present at the stop.
- For Senior School students under the age of 14, if you wish for your son/daughter to be able to disembark without a parent and/or guardian present, please tick the relevant option in the School Transport Services Request Form. Without your authorization, Italian legislation dictates that the bus will be obliged to wait for a parent and/or guardian.
- For Senior School students the age of 14 or above, the Italian legislation dictates that the bus is not obliged to wait for a parent and/or guardian, therefore please choose the relevant option in the School Transport Services Request Form.