

TERMS & CONDITIONS APEEE SERVICES EEB1 – TRANSPORT SERVICE

1. General information

1.1. Mission of the Transport Service

The mission of the Transport Service is to transport pupils, from nursery to secondary and from all language sections, between home and school (in the morning) and school and home or Garderies (in the afternoon). Please note that the European Schools' transport services do not offer a door-to-door service.

Furthermore, the transport of children to places other than home or daycare is a prerogative granted by the Transport Service under certain conditions. For more information on this subject, see point 3.3. of these rules.

1.2. Transport Service timetable

The Transport Service is available to parents for enrolments and for any information concerning transport to school during the school year.

The office is closed during the school holidays and from 9 July 2022 to 24 August 2022 inclusive.

During the school year, the office is open :

- in Uccle every day from 8.30 am to 3.15 pm except on Wednesdays from 8.30 am to 12 noon.
- in Berkendael every day from 8.15 am to 8.45 am and from 2.15 pm to 4 pm except on Wednesdays from 10.45 am to 12.15 pm

In case of emergency, a telephone service is available from 7 am until 5.45 pm and on Wednesdays until 2.15 pm - a single number to contact the Transport Service in Uccle or Berkendael:

+32 2 374 70 46

2. Municipalities served

The collection areas are limited to the municipalities listed below:

ALSEMBERG*	LINKEBEEK*
ANDERLECHT*	LOT*
AUDERGHEM	MOLENBEEK
BEERSEL*	OVERIJSE*
BERCHEM-SAINTE-AGATHE*	RHODE-SAINT-GENESE*
BRAINE L'ALLEUD*	RIXENSART*
BRUXELLES-VILLE	SAINT-GILLES
ETTERBEEK	SAINT-JOSSE
EVERE	SCHAERBEEK
FOREST	SINT-PIETERS-LEEUV*
GANSHOREN*	STERREBEEK*
GENVAL*	TERVUREN*
HOEILAART*	UCCLE
IXELLES	WATERLOO*
JETTE*	WATERMAEL-BOITSFORT
KOEKELBERG*	WEZEMBEEK-OPPEM*
KRAAINEM*	WOLUWE SAINT LAMBERT
LA HULPE*	WOLUWE SAINT PIERRE

* Partially served municipalities

For more details on the management of stops and routes please refer to point 8.

For any relocation, please follow the procedure described in point 10.5

3. Enrolments

3.1. Enrolment procedure school year 2022/2023

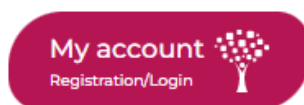
Only registered children can be admitted in a bus.

3.1.a/ For pupils already at school :

- Parents must update their registrations during May and June (the exact date of re-registration is announced each year by email to all registered parents).
- All registrations will then be automatically renewed for the following year BUT please note that they must then be checked and validated by the parents.
- Only students in payment order will be considered.

3.1. b/ For new students at the school :

- Registration is done on the APEEE Services website (<https://www.apeee-bxl1-services.be/>) via the tab



- For obvious logistical reasons, new parents are asked to register as soon as possible. The number of buses, places and routes are fixed around 15 August. For registrations after this date and for which the proposed buses/stops would not be suitable, please refer to the following point 3.2.

3.2. Changes of stops and routes

PHASE 1 :

Between 15 June and 15 August, at the time of enrolment or re-registration, requests for new stops should be sent via the comment in the order. You can then check in your order the day before the start of the school year whether your request has been accepted.

PHASE 2 :

After 15 August and until 1 October, in the event of a move, a new registration or a refusal of your application in phase 1, requests for new stops or changes to routes should be sent by email: transport@apeee-bxl1-services.be
All requests will be analysed together and submitted to the Management Committee for approval or refusal.

- All changes agreed by the Transport Service will be implemented after the autumn break.
- The families concerned will be notified of the decision by email before the autumn holidays. The modified routes will be distributed to all users on the buses before implementation.

After 1 October, the Transport Service is no longer obliged to consider new requests for changes.

3.3. Stop and bus selection

The purpose of the Transport service is to transport children between school and home*/outside day care and will therefore always give priority to children who are regularly enrolled to return home.

The Transport service nevertheless authorises parents to select a different bus to go to an activity organised by an extra-mural association, subject to available places. In the event of a change during the year (new pupils, moving house, etc.), the Transport Service is entitled to cancel the registration of children who use the bus to go to the said activity in order to free up places. In addition, the Transport Service is not obliged to request a bus with a larger capacity, to add a bus line or to modify existing lines so that children can go to regular or occasional extra-mural activities during the school year.

*Please note that the European Schools' transport services do not offer a door-to-door service.

3.4. Bus change request(s)

As safety regulations limit the maximum number of passengers on the bus, pupils are only allowed to change routes punctually, regularly or permanently upon written request from their parents:

- by means of an annotation in the pupil's diary and presented to the Transport Service office, which must stamp it for approval
- by sending an email followed by a positive response from the Transport Service

These requests must be sent at least 48 hours in advance to the Transport Service office. The Transport Service will give its agreement within the limits of available places.

3.5. Cancellation of the subscription

Any cancellation of the School Transport subscription must be notified in writing to the Transport Service. The suspension of the subscription will begin on the day of receipt of this letter. The season ticket must also be handed in or returned to the Transport Service office as soon as possible.

4. Price and payment of the subscription

The price of the subscription will be fixed each year according to the number of pupils and the number of buses, so as to cover the costs. Neither the number of children per family nor the distance of the journey has any impact on the price of the subscription. The price of the childcare pass is half the price of the full pass.

4.1. Terms of payment

4.1. a/ Parents who are not officials of the European Communities

For parents who do not benefit from the school allowance, the payment of the subscription for the school year 2022/2023 is spread out and will be made in three instalments.

The amount of the subscription for the year 2022/2023 is : 1,960.00 €

for the 1st quarter (790.00 €)
for the 2nd quarter (600.00 €)
for the 3rd quarter (570.00 €)

The corresponding payment requests will be sent to you by email at the beginning of each term.

In the event of non-payment, and after notification, the service reserves the right to refuse access to the bus, until the amounts due have been collected. In the event of two consecutive late payments, the Transport Service reserves the right to invoice the following year for the amounts due in advance.

4.1. b/ Parents who are officials of the European Communities with children in kindergarten

As officials of the European Institutions who have children attending nursery school do not receive an education allowance, they should refer to point 4.1.a.

4.1. c/ Parents who are officials of the European Communities (other)

Officials of the European Institutions who are entitled to an education allowance - from the first year of primary school - are exempt from paying the subscription directly, provided that it is paid by their employer on time. To do this, parents must personally check with their HR department that the costs will be covered.

The Community Institutions can pay the amounts due for subscriptions directly to the service. In the event of non-payment by the Institution concerned, within the time limit and for any reason whatsoever, the service reserves the right to invoice the cost of the subscription directly to the parents.

In the event of non-payment, and after notification, the service reserves the right to refuse access to the transport service until the amounts due have been collected. In the event of two consecutive late payments, the Transport service reserves the right to invoice the following year for the amounts due in advance.

Please note that parents of contract staff, temporary staff, Commission and EEAS officials whose child(ren) attend primary or secondary school must also submit a declaration of schooling for their child(ren) via SYSPER at the beginning of each school year in order to be eligible for the Commission/EAS transport pass.

Any change of institution and/or status must be communicated to us as soon as possible.

N.B.: The procedure for the school year 2022/2023 will be launched around September and staff will be informed. You should not enter your 2022/2023 school declaration(s) in SYSPER before then.

4.1. d/ Exchanges between European Schools (Student Mobility Programme)

Parents of children registered with the Transport service and who are participating in an exchange programme must inform the Transport service of the exchange period and therefore of the pupil's absence. Please note that parents must enter two school declarations in SYSPER for the school year in question:

- At the beginning of the school year
- When the child returns to the mother school

4.2. Billing principles

- A full season ticket entitles the holder to transport to and from the school - the full season ticket is due even if the child has been absent due to illness, school trips or exclusion, even if the child only takes the bus to and from the school, even if the child only takes the bus a few days a week.
- The garderie pass entitles the user to transport ONLY to and from the EC after-school care centre (OIB) and amounts to half the full pass.
- Occasional users must buy a ticket at the transport office. To do so, the kindergarten, primary or secondary school pupil must have a written authorisation from the parents in the diary or sent by email in advance, the sum

of 6€ per journey required, and come at least 2 days in advance to the Transport Office. It is only possible to buy 2 tickets per month.

N.B.: Parents who wish to invite several pupils to their home (for a birthday party for example) must first send a request to the Transport Service and WAIT for the department's agreement before confirming the invitation. If the Transport Service gives its agreement, the organising parent will then be asked to centralise the list of invited children and, if necessary, to pay the tickets for all the children who are not registered for transport at once.

4.3. Obligation related to the APEEE

The APEEE services - Transport is a service provided by and for APEEE member families. By requesting the enrolment of your child in this service, you commit yourself to become a member of the APEEE and therefore to pay the annual APEEE fee. This request for payment is sent to you directly by the APEEE and does not block the registration process for the services. However, in the absence of payment of the APEEE fee, in accordance with the decision taken at the General Assembly of the APEEE on 7 December 2010, registration for the service may then be cancelled.

5. Routes

Due to traffic conditions, bus schedules may vary. Pupils and their parents must therefore be present at the bus stop 5 minutes before the time indicated, whether in the morning or in the afternoon. This is in order to :

- facilitate the boarding and disembarking of children
- prevent mistakes by children who find themselves alone at their stop
- give the children time to settle down before the bus starts up again
- avoid blocking traffic as much as possible

Any change of route or closure of the school (for example, in case of heavy snow) will be indicated on the APEEE Services website: <https://www.apeee-bxl1-services.be>

5.1. Modification of routes

Bus drivers and supervisors are not empowered to solve problems concerning the bus route, but are empowered to enforce the rules to maintain discipline and safety. Parents also have no authority to change the bus route. In the event of a problem, users are invited to send an email to the Transport Service which will follow up as soon as possible (depending on the time of year).

5.2. The routes list

The list of routes (stops and times) is available on the Internet via a secure page in the Transport section of the APEEE Services website <https://www.apeee-bxl1-services.be> (connection to this secure page is explained on the Transport Service website) and, of course, by email to the Transport Service office.

5.3. The stops

- Stops should ideally group together children from several families.
- A bus line may not provide more than 12 stops.
- Two successive stops cannot be too close to each other (minimum distance between two stops 400m. by Royal Decree of 16/9/79). The presence of a major obstacle: a major crossroads such as Meiser, or the presence of a main road such as the inner ring road, however, makes it possible to derogate from this rule as far as possible.
- The Transport Service is not obliged to set a minimum distance between a stop and the home.
- Buses on public transport routes should normally stop at official public transport stops so as not to disrupt traffic.
- There is an area very close to the European School (1,100m around the school) where school buses are not provided in order to favour soft modes of transport for these families (walking, cycling).
- The stops are allocated annually and are therefore likely to be modified from one year to the next depending on the evolution of the location of the pupils.

5.4. Other characteristics

- In order to operate a bus, the revenue from the route must cover at least 80% of the costs incurred.
- Stops must be linked together according to certain criteria defined at the discretion of the Transport Service.
- The most distant stops must be served each morning before those close to the school. In the evening, they should be served after those closest to the school.
- Stops should be assigned to routes in such a way as to balance the number of passengers on the different vehicles.
- The maximum journey time should not exceed one hour (in the morning).
- Each child is guaranteed a seat on the bus.
- Belgian traffic laws apply.

6. Bus card

6.1. ID photo

The Transport Service will take advantage of the visit of the school photographer to request that the photo of your child taken on this occasion be reproduced on the

transport card. By applying for your child's registration with the Transport Service, you also agree that your child's photo can be sent to the Transport Service.

6.2. Bus card

The subscription card is traditionally distributed in November to pupils who have been accepted for registration. Children should carry it with them at all times (a good idea for younger children is to hang it in their diary). Parents are also asked to write all this information directly in the diary.

The subscription is valid from September to July.

- Pupils without a season ticket cannot, as a matter of principle, use school buses.
- In the event of a change of address, involving a change of school route, parents are requested to return the pass card to the transport office, mentioning the new address.
- The pass of a student who no longer uses the school transport services must be returned immediately to the Transport Office.
- In case of loss, the pupil must request a duplicate from the transport office for a fee of € 2.50.

6.3. Controls

Regular checks are carried out on the buses to ensure that all users have their season ticket. Any user who does not have their card with them at the second check will be required to purchase a ticket and pay the €6.00 fee, the request for payment will be sent to the parents.

7. Fraud on the bus

7.1. Fines

A pupil using the buses of the Transport service without a valid ticket (season ticket or ticket) is penalised by a fine. Parents will be notified of the fraud by registered mail.

The price of the fines is increasing:

1st infraction	20 €
2nd infraction	40 €
3rd infraction	full subscription fee for the current term

7.2. Payment of fines

This sum must be paid as soon as possible, on pain of disciplinary sanctions, by bank transfer to account number BE77 3100 8642 2642 of the Transport Service.

7.3. Disciplinary measures

The Transport Service reserves the right to take disciplinary action in agreement with the school in the event that the fine is not paid within 15 days of receipt of the registered letter.

8. Discipline

8.1. Supervisors on buses

8.1. a/ Uccle

EEB1 student supervisors (1, 2 or 3 depending on the size of the bus and as far as possible) are provided for each bus. A schedule is sent to them each week to find out their availability for the following week. The Transport Service tries, when possible, to complete the buses without student supervisors with adult supervisors. The Transport Service cannot guarantee the presence of a supervisor on the bus.

8.1. b/ Berkendael

An adult supervisor is provided for each bus in the morning and evening and is guaranteed for stops located in the 19 communes of the Brussels-Capital Region. For bus routes that have one (or more) stop(s) outside the Brussels-Capital Region, the Transport Service undertakes to look for a supervisor who is able to cover the route from the first stop onwards, but without any guarantee of results. However, if a supervisor is absent at the last minute in the morning, the Transport Service is not obliged to arrange a replacement. For the afternoon, the Transport Service undertakes to make every effort to find a replacement but there is no guarantee of results.

8.2. Exclusion

The Transport Service reserves the right to exclude from the bus any user whose conduct does not conform to the usual rules of behaviour, engages in harassment or commits acts of vandalism. Exclusion will be at the discretion of the Transport Service and any decision will be communicated in writing. No refunds will be made in respect of such exclusion.

8.3. Damages

The Transport Service is not responsible for any damage or injury caused by children on school transport. The costs incurred by the perpetrator of the damage will be charged to the parents..

9. Rules to be followed by children and/or parents

9.1. Parents' responsibilities

9.1. a/ Communication

Parents are responsible for ensuring that their personal details and order are always correct and updated in the event of any changes. Parents undertake to notify the Transport Service of any changes, whether permanent or temporary.

9.1. b/ Change of address during the school year

In case of change of address during the year. Parents must inform the Transport Service in writing at least 15 days before the change of address. Children may be re-enrolled on another bus subject to availability. We advise parents to check if there is a bus stop nearby and to contact the Transport Service to ensure that the stop is available and active. If there is no stop in the vicinity, the Transport Service will consider the possibility of adding a new stop on a case-by-case basis, but no guarantee can be given to the requesting parents. The list of municipalities served by the BXL1 Transport Service can be found in point 2 of these rules.

9.1. c/ For the morning

Parents are responsible for the supervision of their children until they actually board the bus. For safety reasons, the youngest children are placed at the front of the bus (not in the first two rows) and never in the middle seat at the back of the bus. Parents are not allowed to board the bus for any reason whatsoever without the express written consent of the Transport Service.

9.1. d/ For the return

Kindergarten and Primary 1 children are NEVER allowed to get off alone at their stop. Parents are required to meet them or arrange for a third party to be present at the stop. They must arrange to meet the children in their care at the stop on the correct side of the road where the bus stops.

For children in Primary 2 to Secondary 1, parents must CHOOSE whether or not to allow their child to disembark alone. They must then enter this in the child's order. If they do not give permission, then parents must make arrangements to meet the children at the stop on the correct side of the road where the bus stops.

From Secondary 2 onwards, children are ALWAYS allowed to disembark at their stop alone.

After leaving the bus, the pupils are no longer under the supervision of the driver and/or the supervisor. From that moment on, the parents of the pupils transported are responsible for them.

N.B. 1.: For children whose brothers/sisters have the authorization to get off alone, the Transport service considers that the latter will take charge of their younger brothers/sisters (who do not have the authorization) in case of absence of the parents, unless the parents give a written indication to the Transport service at the beginning of the school year.

N.B. 2: For children going to an activity organised outside the school, the Transport service declines all responsibility in the event that the activity is cancelled and there are no monitors to welcome the children at the place of training/activity.

9.2. Students' obligations

9.2. a/ In the afternoon

In the afternoon, pupils leaving the classroom must get on the bus immediately and not get off again until the bus leaves.

9.2. b/ Badges for nursery and primary school children

Children in primary and nursery classes should carry a badge indicating their class, bus, stop and telephone numbers where parents can be contacted. All this information should be indicated on the first page of the diary and updated if there is a change of address, bus, etc. This does not exempt parents from ensuring that their children know where to get off the bus so that they do not get off at another stop.

9.2. c/ Seat belts

All bus users must wear their seat belts throughout the journey.

9.2. d/ Arrival at the school

In the morning, when the buses arrive at the school, pupils are obliged to enter the school site, even if they do not have lessons in the first period. The control of the exit regime is done in Opstal.

9.3. Pupils' prohibitions

9.3. a/ Various objects

Students are not allowed to bring dangerous objects (knives, penknives, lasers, etc.) to the car park or onto the buses. Other disturbing objects (balls, marbles, etc.) must remain in the bags upon arrival at the car parks.

9.3. b/ Opening of the bus doors

Pupils are not allowed to operate doors and windows unless authorised by the supervisor.

9.3. c/ Smoking, drinking and/or eating

No smoking, drinking (except water in hot weather) or eating on the bus.

9.3. d/ Getting children off at another stop

It is forbidden to let kindergarten, primary and secondary school children off the bus at a stop other than the one indicated, except with the prior written request of the parents. On the return journey, kindergarten and primary pupils may not get off the bus if the person who normally waits for them is absent (unless prior written authorisation has been given by the parents, either permanently via their order or exceptionally via e-mail). In this case, the supervisor must keep the child on the bus, alert the Transport Office (who will contact the parents) and wait for instructions. If necessary, the supervisor must :

- Ask the driver to take the child back to the school or bus company office after the tour is over;
- Drop the child off at the nearest Police office - this will always be used as a last resort.

In all cases, parents will be informed of the decision taken by telephone or by email as a last resort.

9.4. Attitude and behaviour

9.4. a/ Rules of conduct and politeness to be respected

The Transport Service draws up rules for pupils which define, among other things, the rules of conduct and politeness to be respected by children in the vehicles. Among other things, children are asked to be civic-minded and to respect the rolling stock. An infographic of the golden rules to be respected in the bus is displayed in the bus, is

given to each kindergarten and primary school child during the safety training per class and can also be downloaded from our website in the document section.

The rules are as follows:

1. Be on time for the bus - whether it's in the morning near my house or at school before the buses leave. Be there at least 5 minutes before departure.
2. Don't play around and on the bus - car parks and buses are not playgrounds as I can't play safely on them.
3. Get on and off the bus calmly - steps are often high for me, I get on and off calmly without jumping, pushing others and holding on tight.
4. Fasten your seatbelt - wearing a seatbelt is compulsory throughout the journey. As on planes, I have to wait until the bus has come to a complete stop before I can unbuckle myself and stand up.
5. Remain seated - as I have to be buckled up for the whole journey, I must of course remain seated properly in my seat looking forward.
6. Respect the driver and the attendant - they are there to take me home or to school safely. I should listen to their instructions and show respect for them.
7. Do not eat or drink - the bus is used for other services, so I cannot eat or drink on the bus to avoid soiling the bus. Also in case of an accident, I could choke or choke if I am eating or drinking at the time.
8. Don't shout - on the bus there are many of us and the space is closed. If everyone starts shouting it is not pleasant for anyone and it can also be dangerous for the driver's concentration and therefore my safety.
9. Be considerate of others - the bus can become a bit of a 'second class', I get to know the other children, my carer and my driver better and show respect and empathy to them.
10. Don't forget anything - when I get off I check that I have all my things with me.

The Transport Service reserves the right to take disciplinary action where these rules are repeatedly breached or where pupils are responsible for incidents which endanger the safety of other children, the driver, the supervisor or any other person or damage the rolling stock.

9.4. b/ Compliance with the instructions given

Children must follow the instructions given by the supervisor or the driver.

9.4. c/ Attitude during travel

During the journey, children should remain seated and buckle up.

9.4. d/ Places in the bus

In Uccle, children can sit in the seat of their choice. However, the transport service asks that the youngest children be placed in the front part of the bus.

In the event of non-compliance with the safety instructions or deliberate disruption of

other users or damage to the vehicle, the transport service reserves the right to allocate fixed seats to the pupils concerned for a period of between one and fifteen days.

In Berkendael, children will be assigned a fixed seat by the supervisor during the first 15 days of the school year. This place will be fixed for a minimum period of 2 months and may be extended at the discretion of the supervisor. The supervisor also has the right to change seats if he/she deems it necessary to ensure safety and quiet on the bus.

9.4. e/ Photos in the bus

It is forbidden to take photographs of other bus users, even with the consent of the person concerned.

9.5. Valuables and lost property

The Transport Service accepts no responsibility for items lost on the buses.

10. Rules related to vehicles

10.1. Obligations of the companies' specifications

The Transport Service renews the contracts with the various subcontracted bus companies on an annual basis. These contracts are accompanied by specifications that include the type of bus, its capacity and certain technical characteristics. In particular, the buses are required to have a functional heating system for the winter and ventilation for the summer. The air-conditioning system is therefore not part of this obligation.

10.2. Belgian standards

Vehicles and drivers must comply with the Belgian regulations in force (insurance, technical inspection, etc.). In collaboration with the local police zone and at the request of the Transport Service, buses and drivers may be inspected at any time during the school year, either near the school or in certain cases within the school (in this case with the prior agreement of the school management).

10.3. School signs

The vehicle must be equipped with 2 yellow signs indicating that it is involved in school pick-up operations.

10.4. Routes

In the interests of users, local residents, drivers and rolling stock, too many long journeys in residential areas with speed bumps should be avoided.

10.5. Les manoeuvres

Manoeuvring or reversing is not permitted for vehicles carrying pupils unless it is necessary.

10.6. Unofficial stops

The carrier may not stop his vehicle at non-prescribed stops on his route. The stops are communicated each year to Brussels-Mobility, which officially registers them. Any incident outside these official stops may not be covered by the school's and/or the companies' insurance.