



# SCHOOL BUS PROTOCOL

Hastings School operates several home-to-school transport routes, as well as a Shuttle service between its Chamartín and Arturo Soria sites.

The following is a guide to these services and aims to answer any questions you may have.

## Bus Routes

### Frequently Asked Questions

**What are the different types of transport services at the school?**

Hastings School offers 2 different services:

Home to School bus routes: This is a paid for service is designed to last a maximum of one hour. In order to keep our journey time within one hour, we are unable to offer a door-to-door service, but we aim to stop at a point convenient for each family. The stops on each route are set up at those points authorized by the City Council.

Shuttle: This service offers students who live in the Chamartín area a free shuttle bus service, from Chamartín to Arturo Soria (LST, MM8 and Sobradiel). The Shuttle service is exclusive to Hastings School students, and it is intended mainly for Secondary students who can return home on their own when they get off the bus. Please refer to page 6 for all details.

**How and when can I register my son/daughter to the school bus services?**

You can join the school bus service at any time during the school year if there are places available. We ask parents to make a request with a week's notice and will do our best to accommodate it. Please contact our Operations team between 8.30 and 17.30 Mon-Fri or via [operations@hastingschool.com](mailto:operations@hastingschool.com)

**And if I wish to stop using the service?**

Please contact the Operations team at least a week in advance of the date you wish to stop using the service.



### **Who will look after my child onboard?**

Every bus has a Bus Monitor. He/she must be 100% focused on the care and supervision of the students while the vehicle is on the route. The Bus Monitor will check off students getting on and off the bus against the register provided by the school and they are responsible for ensuring that pupils under Y7 are collected by their parents, tutors, or another authorized adult.

### **When should my child be at the stop in the mornings?**

We recommend that students arrive at the bus stop at least five minutes before the pick-up time. After 2 minutes, if a student is not at the bus stop at the scheduled time, the driver will move on to the next stop.

### **The bus didn't show up on time for my child. How long should he/she wait at the stop?**

Your child should arrive at the stop at least five minutes before the published arrival time of the bus. If the bus hasn't arrived at the scheduled time, ask your child to remain at the stop. Sometimes, for unavoidable reasons (traffic jams, mechanical problems) the bus may arrive late. Please wait 15 minutes before calling the bus monitor.

Any delay/last minute issues will be notified to families by the bus monitor.

### **What happens if I am late to collect my child from the bus stop in the afternoon?**

If Primary or Early years' parents, are late to the bus stop in the afternoon to pick up their child, the bus will wait up to 2 minutes as a courtesy. After this, the bus will continue the normal route and parents will have to collect their child at the last stop on the route.

### **Have all Bus Monitors got a contact phone number?**

Yes, they have one for emergencies and notifications. The monitor's name and his/her phone number will be provided a few days before the academic year.

### **My child will not need the bus today. Do we need to call?**

In the morning, please contact the bus monitor directly.  
In the afternoon, please contact the building secretary by 3:15 pm and copy [operations@hastingschool.com](mailto:operations@hastingschool.com) in your notification.

### **Can my child ride another bus or have a friend ride their bus home with them?**

We do not accommodate play dates or parties after school.

### **My child left something on the bus. What do we do?**

Bus Monitors check their buses after every run. Items left by students are held by Layna for several days and may be claimed on the bus by the child. You can also contact Operations directly [operations@hastingschool.com](mailto:operations@hastingschool.com)



### Who do I contact with my transportation-related question?

Families are kindly requested to send any comments or suggestions regarding the school routes service to the Operations department between 8.30 and 17.30 Mon-Fri or via [operations@hastingschool.com](mailto:operations@hastingschool.com)

### Where can I see the legislation for school buses?

You can check the regulations on safety conditions and school transport for minors in the BOE\* (Boletín Oficial de España) in this link: <https://www.boe.es/buscar/pdf/2001/BOE-A-2001-8503-consolidado.pdf>

### What health and safety COVID 19 precautions will be taken to keep students safe on the bus? \*

- Children over the age of 6 will be required to wear a mask unless they have a medical exemption. Masks are also recommended for children 3 to 5 years old. Please make sure your child brings one in her/his school bag.
- Buses will be sanitized using approved products at the end of each morning and afternoon run.
- Students must sit in the same seat every day and seats are assigned.
- Hand rests, rails and other surfaces are cleaned with bactericide daily and in between different users.
- All buses are treated with ozone on a weekly basis.

\*These precautions are still in force as per the authorities of *Comunidad de Madrid* until further notice.

## Rules on the bus

Students must follow instructions always given by the bus monitors, as well as the general rules of behavior established by the school policies.

Uncivil and disrespectful behavior will not be tolerated and will be reported to tutors or the school leadership.

The buses are equipped with seat belts; and by law passengers must always use them during the journeys.

Eating or drinking on the bus is not permitted.

A seat number will be assigned to each student.

**Warnings and suspension.** The school's Policy of Behavior and Exclusion applies to the bus service. By using the bus service, parents accept that the school management can apply appropriate sanctions.

It is strictly forbidden for students and monitors to listen to music aloud, to use mobile devices to record, take pictures, or broadcast images and videos of both the students and bus staff. In the case of such an event, the school management will apply sanctions in line with school policies.



Please find below the following contact details, applicable between 8.30 to 17.30, Monday to Friday.

Post	Name	Email	Phone
Operations	David Rodríguez	operations@hastingschool.com	+ 34 672652509
Azulinas Secretary	Fiona Duncan	azulinas.secretary@hastingschool.com	+ 34 910107060
Paseo de la Habana Secretary	Ana Encinas	habana.secretary@hastingschool.com	+ 34 913590621
Bendición de Campos Secretary	Suzanne Brünning	bendicion.secretary@hastingschool.com	+ 34 910107062
Sobradíel Secretary	Beatriz Boiso	sobradíel.secretary@hastingschool.com	+34 918316198
Lorenzo Solano Tendero Secretary	Brenda González	lorenzo.secretary@hastingschool.com	+34 918316318
MM88 Secretary	Adolfo Fernández	mm8.secretary@hastingschool.com	+ 34 910107060

What are the fees for transportation services?

Bus	Monthly fee
One Way	€165
Round bus	€206

## Shuttle Bus

### Rules

In order to run this service efficiently, it is essential to know the exact number of students who will use the service on a regular basis from the first day of the school year. During the annual registration period (re-enrolment), usually in May/Mid-June, all families will be asked to request certain services offered by the school, including the shuttle service. This form will be sent by the school during the said period.

If the student is not included in the list on the first day of school, he/she will not be admitted as a passenger on the bus.

Every student will have their assigned seat.

Students can unenroll from the service at any time, giving 24 hours' notice in advance.

All parents shall email Operations reporting any unexpected changes in their pickup/drop off routine **no later than 2.00 pm** for logistics and controls purposes.

Courtesy wait period should not be longer than two (2) minutes.



Registered students who don't use the shuttle on more than three occasions without justification will be excluded from using the shuttle and parents will be notified. From this moment on, you will not be considered regular traveler.

We have zero tolerance of poor behaviour on the shuttle. Students will lose their seats after one warning and banned for a term if their poor behaviour continues.

If you need a place on the shuttle on a particular day, please send your request to [operations@hastingschool.com](mailto:operations@hastingschool.com) 24 hours in advance. **Your request is subject to seat availability.**

## The Journey

The shuttle buses have a single, non-stopping route.

We highly recommend arriving **5 minutes before the scheduled time** at the bus stop.

**Important:** The shuttle buses can only pick up passengers at the assigned stops. The buses will NOT stop once the journey has started.

### MORNINGS

SHUTTLE	STARTS	ENDS
Shuttle 1	<b>08:10</b> - GRAL. LOPEZ POZAS ESQ. C/ FRANCISCO SUAREZ	<b>08:25</b> LST (C/Asura con C/Lorenzo Solano Tendero, SOB students can join here) <b>08:35</b> Sobradriel (Ronda de Sobradriel, 31)
Shuttle 2	<b>08:10</b> - GRAL. LOPEZ POZAS ESQ. C/ FRANCISCO SUAREZ	<b>08:25</b> LST (C/Arturo Soria, 148) esq con C/Lorenzo Solano Tendero
Shuttle 3	<b>08:10</b> - GRAL. LOPEZ POZAS ESQ. C/ FRANCISCO SUAREZ	<b>08:25</b> LST (C/Arturo Soria, 148) esq con C/Lorenzo Solano Tendero <b>8:30</b> MM8 (C/ Arturo Soria 178)

**AFTERNOONS**

SHUTTLE	STARTS	ENDS
Shuttle 1	<b>16:10</b> Sobradíel (Ronda de Sobradíel, 31)	<b>16:35</b> LST (C/Arturo Soria 148 con C/Lorenzo Solano Tendero). (SOB students can be dropped off here) <b>16:50</b> GRAL.LOPEZ POZAS ESQ. C/FRANCISCO SUAREZ
Shuttle2	<b>16:35</b> LST (C/Arturo Soria 148 con C/Lorenzo Solano Tendero)	<b>16:50</b> GRAL.LOPEZ POZAS ESQ. C/FRANCISCO SUAREZ
Shuttle 3	<b>16:35</b> LST (C/Arturo Soria 148 con C/Lorenzo Solano Tendero)	<b>16:42:</b> MM8 C/ Arturo Soria 178 esq Manuel Marañón <b>16:50</b> GRAL.LOPEZ POZAS ESQ. C/FRANCISCO SUAREZ