

School Transport Policy

Hastings School offers school transport services, including routes from home to school, as well as a shuttle service between the Chamartín and Arturo Soria campuses.

Use of the school transport service implies acceptance of a set of common rules designed to ensure a safe, respectful and efficient environment for all users.

The purpose of this School Bus Policy is to ensure the safe and efficient transportation of students to and from school, as well as during any other school-related journeys (including school trips and transport to sports centres, among others). It outlines the responsibilities of students, parents/guardians, school staff, and bus drivers in order to maintain a secure and orderly environment on school buses.

1. Eligibility and Assignment

School Routes:

The school transport service is available to students who meet the criteria established by the school, such as distance from the school, availability of places, and route organization. These conditions will be communicated to families at the beginning of each school year and may be reviewed annually depending on service needs.

Bus routes, stop locations, and timetables will be determined by the Operations Department and communicated to parents/guardians before the start of each academic year. Stops and schedules may change from year to year depending on demand. The school reserves the right to modify routes, timetables and stop locations during the academic year where operational, safety or demand considerations require it.

Shuttle Service:

The shuttle service between General López Pozas and the Arturo Soria campuses (LST, MM8 and Sobradriel) will be free in the following cases:

Students enrolled before the 2023–2024 academic year, provided they use the service regularly (minimum 3 days per week per journey).

Students enrolled from the 2023–2024 academic year when:

- They have siblings on different campuses (Chamartín and Arturo Soria, except MM8), or
- They attended Primary in Chamartín and continue to LST (Year 7), maintaining free access only during their time at LST (it will not apply when moving to MM8).
- In both cases, students must use the service regularly (minimum 3 days per week per journey).

The shuttle service will not be free or may be cancelled in the following situations:

- Students enrolled during or after 2023–2024 in Secondary without siblings in a Chamartín Primary building must pay according to current fees.
- When students enrolled after 2023–2024 move to MM8, the service will no longer be free, and places will be subject to availability after prioritizing younger students.

School Transport Policy

- If there is any outstanding debt with the school, the right to use the shuttle service will be suspended. Once payments have been regularised, the place will only be reinstated if spaces are available; otherwise, the student will be placed on the waiting list.
- If a student using the free service has three unjustified absences per term, the school reserves the right to cancel transport privileges.
- In case of three behaviour incidents, the school may withdraw the right to use the shuttle.
- Younger students will always have priority for places. MM8 students, regardless of when they enrolled, will be placed on a waiting list if the shuttle is full.

2. Student Responsibilities

- **Conduct:** Students are expected to adhere to the code of conduct while travelling on the bus, regardless of the type of journey (regular routes, shuttle services, school trips, trips to sports centres, etc.). Disruptive behaviour, harassment, bullying, damaging the bus or any other actions that compromise the safety or well-being of others will not be tolerated.
- If a student has been issued a written warning for disruptive behaviour, he/she may be **banned from using the bus**.
- **Punctuality:** Students should be at their assigned bus stop a couple of minutes before the scheduled pickup time. Buses will not wait for late students.
- **Seating:** Students must remain seated and have the seatbelt fastened throughout the bus journey, keeping aisles clear and avoiding unnecessary movement. Repeated failure to comply with the requirement to wear a seat belt may result in the temporary or permanent suspension of transport privileges.
- Students should **keep the bus clean**. Eating, drinking, and chewing gum are not allowed on the bus.
- **Belongings:** Students are responsible for their personal belongings.
- Students taking the bus in the afternoon should go **directly from school to the bus** (not stopping in the kiosk or elsewhere). The bus will not wait for students who are late for this reason.
- Students may not transport dangerous, flammable, sharp or hazardous items that could compromise the safety of passengers.

3. Parent/Guardian Responsibilities

- **Safety Education:** Parents/guardians should educate their children about bus safety rules and behaviour expectations while riding the bus. All parents must have agreed to and signed the code of conduct before their child uses the bus or shuttle for the first time.
- **Punctuality:** Parents/guardians should ensure that their children are ready and at the bus stop on time, allowing for safe boarding and departure
- **Communication:** Parents/guardians must notify the school of any changes in their child's transportation arrangements, including absences or authorized individuals for student pickup. These communications should always be made through the bus app (BatOnRoute) or through the school secretary. If the transport arrangements for the afternoon have changed, parents must notify the school secretary and the operations

School Transport Policy

department before 3pm. Last-minute changes may result in a student boarding the bus when they should remain at school or missing the bus when they are expected to travel.

- **Cancellation:** If you wish to stop using the bus service, you must inform the school secretaries or operations department 10 days in advance. We will count ten days from the day notice is given. Fees are billed by half or full months, so if the 10th day of notice falls before the 15th you will be billed half the month; if it falls on the 15th or after, you will be billed the full month.
- **Conduct:** Parents or legal guardians commit to ensuring that their children behave appropriately while using the school transport service, promoting respect towards drivers, monitors, fellow students, and the vehicle itself.
- To guarantee safety, order, and traceability of incidents during the use of school transport, each student will be **assigned a seat** on the bus for both the morning and afternoon routes. It is mandatory for students to always sit in their assigned seat, without exception, unless expressly instructed otherwise by the monitor or transport staff. If material damage occurs on the vehicle and is in a specific seat or area, the student assigned to that seat will be considered responsible.
- Parents or legal guardians of the responsible student must cover the full cost of repairing or replacing the **damaged property**. This financial responsibility will be communicated in writing, along with an incident report and the corresponding repair estimate.
- Repeated failure to comply with the assigned seating rule or involvement in acts of vandalism may result in additional disciplinary measures, including temporary or permanent suspension from the school transport service.

4. School Responsibilities

- **Communication:** Schools will send relevant bus information, including route details, pickup/drop-off times, and any changes or disruptions, to students, parents/guardians, and staff in a timely manner.
- **Discipline:** School administrators will address bus-related misconduct promptly and fairly, in accordance with established disciplinary procedures.

5. Bus Driver and Bus monitor Responsibilities

- **Safety:** Bus drivers will prioritize student safety at all times, follow traffic regulations, and implement appropriate emergency procedures.
- **Conduct Management:** Bus monitors will enforce behaviour expectations, maintain order, and report any incidents or concerns to the appropriate school authorities.

6. Bus Safety and Maintenance

- **Safety Measures:** Buses will be equipped with appropriate safety features, such as seat belts and emergency exits, to ensure compliance with applicable safety standards.

School Transport Policy

7. Policy Compliance and Review

- **Policy Compliance:** Failure to comply with this School Bus Policy may result in disciplinary actions, including suspension or loss of transportation privileges (See Code of conduct).
- **Policy Review:** This policy will be reviewed periodically to ensure its effectiveness and compliance with changing regulations. Suggestions for improvement can be submitted to the appropriate school authorities for consideration.

Frequently Asked Questions

1. **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 service, and it has a maximum duration 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 which is convenient for each family. The stops on each route are set up at those points authorized by the City Council.
Shuttle: The Shuttle operates between General López Pozas and Arturo Soria Campuses (LST, MM8, and Sobradriel)
2. **How and when can I register my child for the school bus services?**
You can join the school bus services at any time during the school year if there are places available. We ask parents to request the service with a week's notice, and we will do our best to accommodate it. Please contact our Operations team between 8.30 and 17.30 Mon-Fri or via email at operations@hastingsschool.com
3. **What if I wish to stop using the service?**
Please contact the Operations team 10 days before if you want to stop using the service. The fee will be invoiced by whole or half months. If the 10th day of notice falls on the 15th or before, you will be billed for half a month and if it falls after the whole month will be billed.
4. **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 students on and off the bus against the register provided by the school and is responsible for ensuring that pupils from Pre-Nursery to Year 6 inclusive are collected by their parents, legal guardians, or another authorized adult.
5. **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. If a student is not at the bus stop on the scheduled time, the driver will continue the trip.
6. **How long should we wait at the stop for the bus to arrive?**

School Transport Policy

Sometimes, for unavoidable reasons (traffic jams, heavy rain, mechanical problems) the bus may arrive late. Check your school bus app (BatOnRoute) to see where your child's bus is in real time.

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

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

If parents are late to the bus stop in the afternoon to pick up their child, the bus will continue the normal route, and parents will have to collect their child at the last stop on the route.

8. My child will not need the bus today. How do I notify this?

Please use the bus route app (BatOnRoute) if your child uses the bus route service or shuttle. Any change in usage should be notified to the school before 3pm.

9. Can my child ride another bus or have a friend ride their bus home with them?

Unfortunately, we do not offer this service. This rule applies to both bus route and shuttle users. Contact the operations department if you want further information.

10. 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 the bus company for several days and may be claimed on the bus by the child. You can also contact Operations directly operations@hastingsschool.com

11. 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 school route coordinator between 8.30 and 17.30 Mon-Fri via operations@hastingsschool.com

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

Departament	Email	Telephone number
Operations	operations@hastingsschool.com	+34 672 652 509 +34 666 600 576
PdH Secretary	habana.secretary@hastingsschool.com	+34 913 590 621
BdC Secretary	bendicion.secretary@hastingsschool.com	+34 910 107 062
AZU Secretary	azulinas.secretary@hastingsschool.com	+34 910 107 060
SOB Secretary	sobradriel.secretary@hastingsschool.com	+34 918 316 198
LST Secretary	lorenzo.secretary@hastingsschool.com	+34 918 316 318
MM8 Secretary	mm8.secretary@hastingsschool.com	+34 918 337 790

Last reviewed: June 2026

This policy may be reviewed and updated periodically by the school.