

TRANSPORT

RULES OF PROCEDURE

School Year 2024-2025



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1. General provisions

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. The APEEE is an international non-profit association with no external subsidies or financial support.

The APEEE offers three services: transport, canteen, and extracurricular activities. The APEEE is managed by an Administrative Board and an Executive Committee composed of volunteer parents. The day-to-day management and operations are administered by a team of qualified people available to parents for questions relating to enrolment and any other request concerning the services. The APEEE aims to offer a professional service, adapted to the needs and attentions of the whole school community of the European School Brussels IV-Laeken.

The present rules define the administrative procedures and the code of conduct for all users of the APEEE services – pupils, persons exercising parental authority, as well as their legal representatives, teachers and administrative staff of the school, persons working for the APEEE services. These persons are also required to comply with the charters of the APEEE service available on the association's website.

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 children are enrolled in one of the APEEE services, the parents/persons exercising parental authority accept that the management of the service concerned and of the APEEE together with the responsible member of the APEEE Board, can impose sanctions on pupils, persons exercising parental authority or their representatives, who are likely to cause damage or provoke incidents that put the security of other pupils or any other person in danger.

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

As part of its tasks, the APEEE 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 to preserve the physical and logical security of this data and 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.

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.



2. Membership fee

To use an APEEE service, 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. Each household must subscribe to an annual APEEE membership fee. In the case of shared custody, the parents will have to create two separate APEEE orders and thus each subscribe to a membership fee. The membership fee is valid for a whole school year and must be renewed for each new school year.

Parents or persons exercising parental authority, who have not paid their annual membership fee, will not be able to register to our services.

It may take up to two weeks for payment to be processed. It can take a few days for the payment to be visible and identifiable by our services, depending on the location of the bank account.

Once you have completed this registration, you will be able to proceed to the registration for each service.

The details of the account numbers for each service are to be found on the APEEE website: www.bru4.eu

Parents or persons exercising parental authority are responsible for ensuring that their personal information is updated in their profile.

3. Enrolment

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.

How to enroll in the bus service

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

Each child must be registered separately. An order must therefore be created for each pupil, regardless of whether the pupils are members of the same family. In case of shared custody, due to the impact on the composition of the vehicles, an additional order must be created.

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.

Parents are required to update this information themselves in their profile on the APEEE registration system as soon as any changes occur.

Registrations received before 30 June will be considered for the adjustment of the network for the following school year.



The start date of the enrolment period and the conditions are available via the APEEE website, under the Transport section: www.bru4.eu

Like the membership fee, registrations must be renewed for each new school year and cover the entire school year.

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 during the first enrolment phase (before 30 June), where possible, will be consulted for planning of the next school year.

Any request for enrolment during the year will be evaluated on the basis of available places and the amount(s) due will be calculated pro rata temporis.

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).

Schoolbag nametag

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.

Before the start of the school year, 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.

Subscription formulas

The fees communicated at the time of registration are indicative. After an audit of the annual accounts, a re- evaluation of the amounts may be necessary. The final fees for the current year will be confirmed when the budget is approved during the annual General Assembly of the association (in December or January of the current school year). The validated fee will be published later 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.

The subscription starts from the date requested and is confirmed by the Transport Office until the end of the school year. The amount is payable from the beginning of the service and for the rest of the school year.

There are several subscription formulas:



✓ 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:

- 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 EITHER one and always the same home bus stop OR one and always the same OIB childcare center (in which the child is registered)

✓ 90% Formula (without Friday PM)

This subscription formula is only for nursery and primary P1 and P2 children who finish school on Friday lunchtime.

- 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 a single home bus stop

✓ 65% Formula (PM to OIB garderies)

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 only to an OIB childcare center where the child is enrolled.

✓ Drop-Off Merode (only on Friday at 1pm)

This subscription formula is only for nursery and primary P1 and P2 children. It entitles the holder to a trip to Merode on Fridays. The bus leaves the school at 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 and our prices on our website.

Tickets

Pupils may occasionally take another line.

Booking can be made via [the APEEE online registration system](#), 15 days and up to 24 hours before the day of the change of bus stop.

This 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.

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.

Boarding and leaving the bus

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 allowed to board buses to perform a specific task at the requirement of the Transport manager and/or Director, for example in the case of an inspection.

Pupils are authorized to use only the lines for which they are enrolled. Only S1 students are registered for the 3.20pm and 4.10pm departures. The first departure at 15:20 is organised for pupils from M1 to S1 inclusive. S2-S7 students are only registered for the 16:10 departure.

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.

Under no circumstances are children allowed to get off the bus at a different bus stop from the one indicated on their registration, 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.

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 his own. Note: **from S3 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 route (see below).
- **Sibling:** your child may leave the bus together with their older sibling(s) provided you checked "Yes" for those.

If the sibling is not present, the child is considered "No". 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 Transport office may ask the driver and/or the bus monitor:

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

In any case, the Transport Office 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 bus 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 schoolbag nametag and updated in case of change.

Pupils should be instructed by their parents* about their bus numbers and their bus stops available in their transport registration. In addition, the bus driver and bus monitor receive a list with the names, bus stops and contact details of the passengers.

Changes

Bus users can request a change of line or stop provided that the bus stop exists and that there are seats available on the line concerned, according to the following conditions.

In the event of a change of residence during the school year or for a temporary transfer of line, for example, users may request to modify their subscription for a period of at least three consecutive weeks.

The respective request must be sent to the Transport Office at least 2 weeks in advance. All requests must be validated by the Transport Office at the latest on the morning of Thursday of the week preceding the change in order to keep the boarding lists up to date.

Please reconfirm the date of the change within the previous week.

* or person representing parental authority.

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 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.

4. Bus lines and bus tours

Creating bus lines and tours

Lines are created taking into account the several sizes of busses available with the aim of filling a bus as much as possible (80% occupancy minimum) and in the least stops as possible.

The 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, preferably 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.

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.

Stops on the lines are created to balance out between the different capacities of the available vehicles.

In the morning, the furthest stops, on the same line, must be serviced before those nearest to the school. In the afternoon the nearest stops to the school are reached first.

Whenever buses are allowed to use the public transport lanes, they should also use the public transports 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.

The following criteria can be 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.
- Relevant Belgian 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 network 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 in order to evaluate the possibility to provide an appropriate transport service.



Changes

Should the number and/or content of the request received during the school year be significant enough to require changes within the bus lines, the Transport Office may propose adaptations. In any case, no guarantee can be given. Families using the lines concerned with the adaptations will be informed by the Transport office via e-mail, preferably at least one week prior.

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.

Parents are asked to inform the Transport Office of any road works or problems with bus stops to find an alternative solution for collecting the children: transport@bru4.eu

Delays and cancellations

If a bus is more than 10 minutes late or if the bus service cannot operate normally **and the Transport Office has been notified about it**, the Transport Office is required to inform the parents as soon as possible via the Together School application. In case of absence of coding via the application, the Transport office can use an SMS or notification system via the Together ESB4 application, which is active when the bus monitor is on board. The telephone numbers used are those entered in the "mobile" field of the parent page in the APEEE account. Please note that this system only accepts Belgian numbers.

In addition, the Transport Office remains at the disposal of parents who wish to reach the office (by phone or email). However, in case of emergency, in particular during driving hours, users are invited to contact the Transport Office first and foremost by phone: 02 474 10 90.

The parents may track the bus location via the application. In case of failure, they can 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

If a bus tour is cancelled, the Transport Office will inform parents via SMS using the numbers indicated in the online registration system. There is a procedure in place when afternoon buses are cancelled. All information can be found on our website.

Cancellation and refund of taxi fees:

In the event of an unexpected cancellation (which is announced the same morning) of a morning bus, parents are notified either by Together ESB4 or by SMS. If parents take their child to school by taxi, the cost of the journey to school will be refunded if the taxi receipt is sent to the transport service.

When a return bus is cancelled, parents will be notified by SMS or email, depending on when the transport service receives the information.

What will be proposed to parents:

In the event of cancellation of a bus departing at 3.20pm:

- 1) Either collect their child from the school gate at Drève Sainte Anne 88,



- 2) Or give the transport service the stop their child can take at the 4.10pm departure, if it is organized that day.

In the event of cancellation of a bus departing at 4.10pm:

- 1) Parents can pick up their children from school,
- 2) Or the parents inform the supervisor in writing that their child can return home on their own.

Aside from cancellations announced on the morning of the same day for the morning journey, and if taxi refunds are mentioned in the cancellation message, other cancellations do not include taxi refunds, as alternative options are available, and the response time is less urgent than that for the start of morning classes.

5. Prices and payment

Payment by the parents

For children in nursery and for the children which do not benefit of school allowances from the European Institutions and European schools, the payments must be operated as following:

- In 3 bank transfer instalments to the APEEE Transport account at the latest 15 days after receipt of the payment request. The due periods are listed on our website.
- Using structured communication contained in the payment request received and one the online registration system.

Important: Please make sure to use ONLY the number of the structured communication that you will find on the quarterly payment request and the specific bank account of the service concerned.

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 from P1 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 that the parent fills correctly the request for school allowance when registering online for the transport service. If the parent's institution, provided said institution may be charged by the Transport Office for the transportation fee, is not listed, please contact the Transport Office.

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).



Fraud

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 €
- 2nd offence: 30 €
- 3rd offence: 100 €

The amount of the fine must be paid within 15 days of receiving the fine.

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.

Reimbursement

Reimbursement may only take place in the cases mentioned in the "Cancellation" section.

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

Exclusion from the service does not entitle parents to reimbursement or cancellation of the debt. In the event of cancelled buses, taxi costs may be covered by the Transport Office.

6. Safety and code of conduct

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.

Wearing a seatbelt is a legal requirement. As of S1, students assume responsibility for their own seatbelts. If a seatbelt is not worn, neither the driver nor the bus monitor can be held responsible for any injuries sustained in the event of an accident. Bus monitors can help younger children and students in need to buckle up.

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.

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 and discipline

Here are some rules to observe on board the bus:

- Eating on the bus is prohibited.
- Water is the only drink allowed on board the 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 to their classes or lockers even though classes have not yet started.

The Transport Committee defines the rules of conduct. Children are required to demonstrate good citizenship and respect the bus and its property.

The use of mobile phones and other mobile devices:

The APEEE advises against the use of mobile phones and other appliances (tablets, smartphones, iPads, airpods, 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 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.

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, or their parents/minders, are responsible for incidents putting the security of other children, the driver, the monitor, or any other person at risk, or damaging the bus.

*Airpods are easily lost/forgotten on buses. We recommend that you encourage your children to be careful with these devices and even personalize them so that they can be easily identified if they are found.



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, with priority given to the first departure buses carrying nursery and primary pupils. 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 the children.

It is not possible to check the identity of the person collecting a child at a bus stop. It is the parent's or responsible person's responsibility 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 bus monitors or, via the company, to the drivers.

Bus drivers and monitors are not authorized to deal with problems relating to bus routes. They are authorized to apply the rules defined, to maintain discipline and safety.

Driving is in accordance with Belgian law. Buses and 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.

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.

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 organized by the APEEE Transport, 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).

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.

7. Regulation change

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.
