

# School Transportation



## Terms & Conditions 2023-2024



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### **Definition of door to door Service**

The Europeans School of The Hague works together with a certified community taxi Company called Achttax, which provides a door to door transport service at the start and end of the school day.

#### **Morning, primary school**

For Primary student's timely service is arranged to deliver children to school for an 8:30 start time.

#### **Afternoon, primary school**

The pick up can be done in three ways:

1. Pick up from school after normal school hours Monday, Tuesday Thursday Friday at 15:15  
Wednesday at 13:00.
2. Pick up from school after a afterschool activity Monday, Tuesday Thursday Friday at 16.15  
Wednesday at 14.00.
3. Pick up from a BSO, Zein the Maples at 17.00, Amforca-Sport at 17.15, Big Ben Kids Scheveningen at 17:30.

#### **Morning, secondary school**

For secondary students, the service is arranged for an 8:15 arrival.

#### **Afternoon, secondary school**

In the first weeks of the beginning of the schoolyear, the return journey commencing daily at 15:55  
After the Final Timetables have been approved for all students and provided by school to the Achttax BV, we will re-schedule the afternoon buses to the schedules of the children we cannot guarantee that every time of the timetable will be met.

### **Definition of BSO Service**

We provide BSO transport from The Europeans School of The Hague to nearby BSO in The Haque (maximum 3 kilometers from school) at 15:15 on Mondays, Tuesdays, Thursdays and Fridays, and 13:00 on Wednesdays .

## **Fees & Invoicing**

The service we provide is for a minimum of 2 month. The service is **ONLY** for 5 days a week. It is possible to book the service for both ways or for a one-way journey to school or from school.

Individual invoices will be issued covering the period from the start date of service to the end of the school year.

Invoices can be paid in two way:

- Paid in full within 21 days then there is a payment discount of 1% is
- Monthly payments according to the number of school days per month. The monthly payments must be paid before the 25th of the previous month.

If we do not receive your payment, your child's place on the bus cannot be guaranteed. Failure to pay the bus fee will result in legal proceedings against the debtor.

Invoices are based on the number of official school days according to the schedule known at the beginning of the year (the calendars are on our website with the number of school days

<http://www.achttax.nl/european-school.html> ) on which service will be running and equate to the following daily charges:

- **The fee for the door-to-door service for students residing in The Hague Municipality is € 24,72 per child per day for the return journey.**
- **Outside The Hague (e.g. Zoetermeer/ voorschoten/ part of Wassenaar).  
€ 32,90 per child per day for the return journey.**
- **When you have 2 children of yourself using this service per bus, a discount will be given of 5%.**
- **When you have 3 or more children of yourself using this service per bus, a discount will be given of 10%.**
- **Outside this region buses are available on demand. Prices will vary depending on number of students and distance.**
- **One-way bookings are available (morning or afternoon).  
The fee will be 70% of the standard fee.**
- **The fee for the BSO service for students residing in The Hague Municipality is € 14.58, per child per day.**
- **BSO outside this region buses are available on demand. Prices will vary depending on number of students and distance.**

**All above prices are exclusive 9% V.A.T.**

Invoices must be paid on receipt to the following bank account:

**Name of Bank: ING Bank  
IBAN: NL40INGB 0667405666  
BIC: INGBNL2A  
Made Payable to: Achttax B.V.**

All payments should clearly display invoice en debtor number.

## **Pandemic**

When the government closes the schools due a pandemic. We will only refund the bus fee after we have been fully compensated by the government.

## **Application and Entry Process door to door Service**

Applying for the door to door transport is done at: [www.achttax.nl/ESH-2.html](http://www.achttax.nl/ESH-2.html)

When completing your application for bus transport, Routes and pick up times are then established. Achttax may change the routes at its sole discretion.

Availability of a place on the service will be at the sole discretion of the Taxi bus company and will be communicated via e-mail or phone. Once a place is offered and accepted by the family, invoices will be sent home.

## **Application and Entry Process BSO Service**

Applying for the BSO transport is done at: <http://www.achttax.nl/esh---after-school-care.html>

When completing your application for bus transport, Routes and pick up times are then established. Achttax may change the routes at its sole discretion.

Availability of a place on the service will be at the sole discretion of the Taxi bus company and will be communicated via e-mail or phone. Once a place is offered and accepted by the family, invoices will be sent home.

## **Availability of Places on the Service**

Applying for service does not guarantee that the service will be offered or is available. The transport service is not subsidized by school fees, so certain minimum numbers are required for any given route to operate. A minimum of 6 students per bus is required. Places for students who apply will be confirmed based upon availability.

## **Availability of Places on the BSO Service**

Applying for service does not guarantee that the service will be offered or is available. The transport service is not subsidized by school fees, so certain minimum numbers are required for any given route to operate. A minimum of 5 students per bus is required. Places for students who apply will be confirmed based upon availability.

## **Routing**

Achttax always reserves the right to change bus and pick-up time once accepted, because of newcomers / leavers during the schoolyear.

### **Withdrawal from Bus Service**

Withdrawal of a student from the bus service must be given in writing by a minimum of 30 days. If accepted, you will receive a confirmation of terminating the Contract.

### **Pick Up Procedure**

Students must be on time and ready to board the bus as soon as it arrives in the morning. Drivers cannot wait for students who are running late. It is forbidden to use the horn to announce their arrival, Driver will ring the doorbell if necessary. After arrival we wait for a maximum of 3 minutes.

Under Dutch law small children are allowed to sit in a taxi bus without a booster seat. If parents prefer a booster seat, they must provide one and assist with the installation of the seat on the bus.

Upon arrival at school, we bring the primary children inside and the nurse children up to the class.

### **End of School Day primary children**

In the afternoon the primary children will be brought to the assembly point by the class help/Teacher. Here the children will be collected in groups by bus. when the group is complete, the children will be handed over to the driver.

For children under the age of 12, **a person must be at home to receive the children at drop off time.** The driver will ensure children enter the house, or in the case of an apartment or BSO go through the first closed door. They are not allowed to leave children under the age of 12 unattended at the door. After the child is handover to an adult or is true the first closed door, our responsibility ends. If children under the age of 12 are allowed a key this must be notified to Achttax and School in writing, so a note may be made on the bus register.

### **End of School Day secondary children**

Secondary children must report to the bus outside no later than 10 minutes after the announced arrival time of the bus.

Arrival times of the buses are announced after applying for the transport.

When a secondary child misses their bus, they can wait until the next bus. If there are not any later busses a parent needs to take care of this.

All buses are equipped with GPS and tracking system, we could see if the bus left on the correct time.

### **Unscheduled changes to Daily Service**

If the student will not be using either pick up or return transport service on any given day, it is the responsibility of the parents to contact the Taxi company. In the mornings, this contact must be made before 7:30, to relay this information in time to the driver. This can be done by e-mail or through our website or leaving a message on the answering machine.

When moving house, you must inform us 10 working days in advance.

### **After School Activities**

When a student participates in after school activities, (e.g., sport club, music lessons, mother tongue classes, etc.) the return transport is arranged in collaboration with the ASA clubs and school reception. After registrations are collected, we will receive all registrations of children that need later transport. We will pick up the children from school at 16:15 on Mondays, Tuesdays, Thursdays, and Fridays, and 14:00 on Wednesdays.

### **School Organized Days**

When schedule changes affect the entire school (e.g., early release days for holidays) bus pick up and drop off times will be adjusted accordingly. However, if time or schedule changes affect only a portion of the student body (e.g., school performances, year group trips, etc.) bus pick up and drop off times will not be adjusted, and it is the parent's responsibility to make alternative travel arrangements for the student. Additionally, parents are required to notify Achttax and school that the student will not be using the return transport service on that day.

If your child is in Primary and will not be using the return bus, you must inform the taxi service and the Primary Office.

### **Withdrawal of Place**

Achttax reserves the right to withdraw a student from the bus service:

- If the student is repeatedly late or keeps the bus waiting.
- If the student does not strictly follow the code of conduct detailed below.
- If parents are repeatedly absent at the scheduled drop off time.
- If invoice is not paid in full according to the above terms.

## **Code of Conduct**

The following code of conduct must be always adhered to ensure the safety of all students on the bus.

1. Students must always obey the driver's instruction.
2. The school rules, as they apply while on school grounds, also apply in the bus.
3. While on the bus students must always wear their seatbelts.
4. Students are to remain seated while the bus is in motion and must not stand until the bus comes to a complete stop.
5. Food and Drink cannot be consumed on the bus.
6. Students may not open a window without the driver's permission.
7. School bags must be kept on the floor, not worn, or placed on seats.
8. Personal belongings must be always kept out of the aisles.
9. Students should wait well back from the roadway until the bus has come to a complete stop.
10. Students must enter and exit the bus in an orderly fashion.
11. Students are not allowed to open the doors of the bus; this is the responsibility of the driver.
12. At the end of the school day secondary students are to report to the driver promptly.
13. Students must demonstrate respectful behaviour to other riders on the bus and to the driver. Reports of misbehaviour will be followed up.
14. If you take or use any electronic device on the bus, then this is at your own risk. Achttax will not be responsible for any damages.
15. Bullying in the bus is not allowed. If bullying occurs, the school will be informed.
16. It is forbidden to take photos and sound and film recordings in the bus of the passengers and driver.

## **The 6 Golden Rules**

1. Stay in your seat always.
2. Keep your seatbelt on
3. Use quiet voices
4. Do what the driver tells you, he or she oversees the bus.
5. Say Thank You to the driver when you get off the bus.
6. Wait until you get home before eating and drinking.

## **Special Situations Procedure**

If grievance arises regarding bus drivers or routing, parents should contact Achttax directly via email to [planning@achttax.nl](mailto:planning@achttax.nl) copying the school in any communication.

Families and riders are reminded that ESH serves as liaison with Achttax to aid in coordinating service but is not responsible for routing decisions, pick up times and financial matters.



## **Taxibus Company Information**

Achttax is a taxibus company that was established over 55 years ago. It has a quality label that is tested every year. This test contains the age and (cosmetic) state of the buses. Of course, the buses have an M.O.T. every year.

It also means that all drivers have an annual first-aid test and an extra education on all the developments at Achttax that year. Every driver has, besides of course a driving license, a "taxi card". This "taxi card" is achieved by passing an exam for both theory and a practical exam for taxi drivers. It also means that his/her health is checked, and A certificate of good conduct is issued by the Ministry of Security and Justice.

## **Privacy rules**

1. Achttax B.V. shall process the provided Personal Data and further necessary information only within the framework of the transport agreement between parties, and not use it for any other purpose or in any other way than for the purpose for which the Personal Data have been provided or have become known to us.
2. Achttax B.V. will under no circumstances provide The Personal Data to a Third Party unless this exchange takes place on behalf of Achttax B.V. in the context of the execution of the Agreement or when it is necessary to comply with a legal obligation.
3. Achttax B.V. will process the Personal Data properly, carefully, transparently and in agreement with applicable laws and regulations. After termination of the transport contract, all Personal Data will be deleted after the legal storage period.

## **Contact Information**

### **Main Contact**

Achttax Contact Information:

e-mail: [planning@achttax.nl](mailto:planning@achttax.nl)

Telephone: 070-3839696

[www.achttax.nl](http://www.achttax.nl)