



HANDBOOK

**STUDENT
TRANSPORTA
TION**

**MUNICIPALIT
Y OF
LELYSTAD**

WHY THIS HANDBOOK

Your child will be using student transportation in the coming school year. With this handbook, we want to inform all parents or guardians, students, teachers and drivers about the rules and conditions of transportation.

If everyone knows and lives by the rules, we can transport everyone as safely and pleasantly as possible. For situations not provided for in this handbook, the general transport conditions of the Royal Dutch Transport of Persons in Passenger Cars, the ordinances and policy rules of all municipalities apply.

What is expected of you as a parent or guardian?

To make sure that everything runs smoothly, we have listed a number of rules below. We ask you to respect these rules and discuss them with your child/children

You as a parent or guardian are expected.....

- to ensure that your child is ready to be picked up when the vehicle arrives. The bus will wait for no more than 1 minute. If your child is not ready on time, you must provide your own transportation to school;
 - to arrange for supervision for your child after they are dropped off at home, at an alternative location, or at the agreed pick-up and drop-off point.
 - to remember your child's planned pick-up and drop-off times at all times;
 - to notify Van Slooten as soon as possible if your child will not require transportation, e.g. due to illness or a visit to the doctor;
 - to notify Van Slooten in good time (at least one day in advance) that your child has to be picked up again after illness;
 - to refrain under any circumstances from arranging with the driver for your child to ride in another taxi, even for birthdays and parties; It is crucial that Van Slooten knows which student is in which vehicle at all times;
 - to ensure that the municipality and Van Slooten know your phone number. If you do not have a phone, please provide your work number or the number of a contact person;
 - to check at the beginning of the school year whether the information sent to you by Van Slooten (home address, school address, etc.) is correct;
 - to discuss proper behaviour with your child/children.
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Important rules are: stay seated, always wear your seat belt, use decent language,

- do not touch others and other people's belongings, stay calm.
In a nutshell: do not do anything that may be dangerous during the trip;
- to ensure that your child does not have any weapons on them (e.g. pocket knives, flick knives etc.) while in the vehicle (including in their bag!);
- to provide Van Slooten with all the relevant information it needs about the specific circumstances of your child;
- to realise that your child will only be transported to and from school in accordance with regular school hours. In the event of a half-day or longer school day, e.g. due to school trips, Sinterklaas, etc., you must take this into account yourself and pick up your child yourself if necessary;
- to be aware that you may be held liable for damage caused by your child to the vehicle, the driver's belongings or the belongings of other children;
- to report complaints about or issues with the transportation services to Van Slooten via your Customer Page, the Van Slooten application or by calling 088-1616161 (available from 10:00 - 14:00);
- to contact your municipality if your complaints persist and remain unresolved;
- to inform your contact at your municipality of any major changes at least one week in advance, e.g. moving house, changing schools, internships, or if you need transportation more/less often.

What is expected of students using transportation services?

Students are expected...

- to board and leave the bus calmly and to avoid pushing and shoving others to get into the vehicle first;
 - to sit in their designated seat and stay there for the entire journey;
 - to always wear their seat belts if told to by the driver and to wear it for the entire journey;
 - to behave properly in the bus and use decent language. To refrain from bullying, horsing around, fighting, hitting others, and so on in the vehicle.
 - to obey the driver or supervisor at all times;
 - not to eat, snack, smoke or drink in the vehicle;
 - not to touch others or other people's belongings.
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What can you expect from Van Slooten?

Van Slooten will ensure that...

- transportation is provided as laid down in the contract with the municipality of Lelystad;
- if any problems with students occur, a solution will be sought in consultation with parents/guardians and the school. If no appropriate solution can be found, Van Slooten will notify the municipality.
The municipality has the authority to exclude children from adapted student transportation.
- each route is driven by a fixed driver (where possible)
- drivers are given the necessary instructions on transporting children and relevant safety measures.

Van Slooten has the right to change or temporarily stop transportation in case of (extremely) bad weather in consultation with its clients. Van Slooten is responsible for all other companies providing transportation services on its behalf.

What can you expect from the driver?

The driver will...

- introduce themselves to new students and their parents and/or guardian;
 - remove the keys from the ignition when leaving the vehicle;
 - keep a log in the bus listing the names, addresses and phone numbers of the students to be transported;
 - assist students in getting in and out of the vehicle;
 - ensure that students get out on the right side of the road and do not cross the street alone;
 - drive a fixed route where possible;
 - ensure that students wear their safety belts at all times;
 - only transport people listed on the log;
 - not leave until all students are in their designated seat;
 - open and close the windows and doors;
 - drop off students no more than 10 minutes before school starts and pick them up no more than 10 minutes after school has ended;
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- observe all legal requirements and will not smoke or drink in the vehicle;
- always assist students in wheelchairs in boarding and leaving the vehicle and securing the wheelchairs correctly;
- escort students to school/their home. This means that the parent/guardian/school is responsible from the moment the student leaves the vehicle;
- discuss undesirable behaviour with misbehaving children. If this has no result, the driver will notify Van Slooten.
- always drop off students at the designated drop-off spot, even if they are misbehaving.

What to do when your child is sick or absent?

- If your child will not be needing transportation services, e.g. because they are ill, please notify Van Slooten as soon as possible. To find out how, please read the information about 'Your Personal Customer Page'.
- Do not forget to sign up your child again after a period of absence. If you do not sign up your child, they will not be transported and you will have to arrange transportation yourself. In the event of a doctor's appointment during school hours, the parents must also provide their own transport;
- If your child will not need student transportation services for an extended period of time (long-term illness, (temporary) change of address), please notify the municipality.

***U zit uitstekend bij
Van Slooten!***

What should you do if you have a complaint about the transportation services?

- If you have any complaints about the transportation services, please notify Van Slooten directly. We will talk with the driver, the school and/or the parents/guardians to find a suitable solution. If problems persist for a longer period of time or if you are not satisfied with the solution, please contact the municipality of Lelystad.
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Important telephone numbers and addresses

Van Slooten Taxi- and Transport B.V.

Het Spijk 19, 8321 WT Urk

Mailing address: Postbus 56, 8320 AB Urk

Internet: www.van-slooten.nl

Special telephone number for student transportation

Tel: 088-1616175

Complaints

Tel: 088-1616161

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SIGNATURES
