



## BUS-SERVICE / FAQ

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### Who is allowed to take the bus?

All Phorms students from the 1<sup>st</sup> class onwards without accompaniment and younger children from the day care centre accompanied by an adult.

### Does the bus service operate throughout the year?

No, it only operates on school days, there will be no bus service during the school holidays. Please check our school calendar for holiday dates:  
<http://www.hamburg.phorms.de/en/hh>

### What is the procedure to get on the bus?

Please sign in your child with the bus driver in the morning. The driver will fill in a daily attendance sheet and check whether all expected children are getting on the bus at each stop.

### Which rules apply during the bus ride?

Each child will have an assigned seat. Upon entry the child will go to this seat by itself and fasten the seat belt. During the ride all children remain seated with their seat belts fastened.

### Will an adult join the bus?

The return trip of the Alster Route will be joined by an adult if possible.

### Can parents join their children on the bus?

If seats are available parents can join the bus after prior notice to the school.

### A child gets sick during the ride.

Before the first ride the children will receive instructions about what to do if they or their neighbour gets sick. Every seat will have a bag they can use in this case. Children who suffer from chronic nausea on the bus will not be able to take the bus

### Will the children be expected by a pedagogue on arrival at school?

Our pedagogues will wait for the school bus so a safe arrival of the children is ensured.

### We overslept and arrive a few minutes later. Will the bus wait for us?

No. At each stop the bus will wait for a few minutes to make sure the children can get on safely and calmly. The bus will leave the stop at the stipulated departure time so it can keep the schedule and arrives at school on time. Children who missed the bus will have to be taken to school by their parents.

### I have been held up on the way and will not be able to pick up my child at the bus stop on time.

With the arrival of your child at the bus stop the duty of supervision will pass on from the bus driver to the parents. Please make sure to pick up your child from the bus stop you have booked. Should you be unable to pick up your child, please inform the driver or contact another family with the same stop point to arrange pick-up. The bus driver is instructed not to let children get off the bus if there is nobody at the stop to pick them up.

### My child will not use the return journey for the bus on particular days of the week.

In case your child does not use the return journey bus service on a fixed day during the week please inform the school office: [hamburg@phorms.de](mailto:hamburg@phorms.de). Should your child not join at short notice please also inform the school office on the day and as soon as possible.





### **May my child go home on its own from the bus stop?**

Yes, if you have given prior permission on the pick-up authorization form.

### **How do I find out which other children are using the same bus stop and how can I contact their parents?**

At the beginning of the school year we will provide a list with contact info of all the families using the same bus stop so parents can get in touch with each other.

### **The bus is running late. Will I be informed about this?**

If the bus is delayed by up to 5 minutes due to busy traffic the parents will not be informed about it. Should the delay be considerably longer than 5 minutes the parents will be informed via the phone number which has been left with the school office. Please make sure that the contact number is up to date.

### **May my child use routes or bus stops other than the ones that I have booked?**

Please contact us if required.

### **How can I book the bus?**

Please hand in the filled in and signed booking form at the school office.

## **Further Information**

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