

Dear parents, or person entitled to custody,
your child attends one of the following institutes:

- a school
- a daycare center
- a day activity center

Your child uses a transport service to go there and return home.

Here, you will find important information that you should consider:

1. What is an emergency card?

The transport service will give you an emergency card for your child. The emergency card contains important information about your child, for example allergies or medication.

Important:

You are asked to complete the emergency card and return it to the chauffeur **not later than three days** after receiving it.

In case you do not return the emergency card, your child might not be allowed to use the transport service.

2. Where does the transport service pick up your child?

The transport service will inform you about the **stopping point** where your child will be picked up and dropped off. The stopping point will always remain the same.

You must bring your child to the stopping point and also pick it up there.

Important:

- The chauffeur is not allowed to take your child to your house door.
 - Your child is not allowed to go to the stopping point alone. You must always accompany your child.
 - **There is one exception:** In case your child is able to go to the stopping point without assistance, you do not need to accompany your child. Don't forget to record this information in the emergency card.
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3. When does the transport service pick up and bring back your child?

The transport service will inform you about the time it will pick up and bring back your child. It is important that you must always be on schedule.

- **If you are late?**
The transport service will wait for you **not more than 3 minutes**. If you come later, your child cannot ride along.
- **If the transport service is late?**
Possibly, the chauffeur is some minutes behind schedule, perhaps due to a traffic jam. When he will come later than 15 minutes, he will call you.

4. Sequence of rides

The transport service always picks up the children in a certain chronological order which must not be changed.

5. New address

In case you are moving, please inform the institute immediately. If possible, as soon as you know that you will be moving.

6. Cancelling of transport service

In case your child will not go to his or her institute, e.g. because of illness or going on a school trip, you must contact the transport service for cancellation.

Important: Don't forget to inform the transport service about the day your child should be picked up again.

7. Duties of the chauffeur

Duties of the transport service chauffeur:

- The chauffeur takes your child safely to the institute and back.
 - The chauffeur helps your child to get on and off the bus.
 - The chauffeur waits with your child when the bus arrived too early:
 - at the institute
 - at the stopping point
 - In emergency situations, the chauffeur will give medication to your child.
Important: He is only authorized to do this if this is recorded in the emergency card.
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8. Do you have problems with the transport service or the chauffeur?

Possibly, the transport service is always late. Or the chauffeurs are unkind. Please contact the transport service first.

If the service management is not able to help you, please contact:

- the institute
 - the integration assistance and transport services division of the Hamburg Ministry of School
email: jana.wien@bsb.hamburg.de
Telephone: (040) 428 63 - 2668
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9. Bad weather

In case of very bad weather conditions, e.g. glaze, driving may be too dangerous. The transport service decides whether to call off transportation.

Tip: Listen to the radio news. Sometimes, there are announcements on transport services.