

Frequently asked questions about school bus service

- 1. If my child is enrolled with the bus service, must they take the bus each day or can I bring them in on certain days as well?**

While we guarantee that a seat will be available for your child on each instructional school day, it is entirely at your own discretion how often the service is utilized. Refunds or reduction of bus fees for service days not used are not possible, though.

- 2. Must I inform the Transportation Office, or the driver, or the bus company in case my child is not using the school bus on a given day?**

No, this is not necessary. The drivers will travel along their given route and will take those on board that are waiting at the stop and will then continue to the next stop.

- 3. Will the morning bus wait if my child runs late?**

This is, unfortunately, not possible, as it would keep passengers waiting at all subsequent bus stop and delay the punctual arrival at school of all passengers on board. We are asking all bus passengers to be waiting at their designated bus stop at least 5 min. prior to the scheduled time of departure.

- 4. What happens if I am running late to pick up my Junior School child from the return bus stop in the afternoon?**

If there is no authorized pick-up person at the return bus stop in the afternoon, the driver will call the School and we will try to reach you. It is, therefore, very important that we have various contact numbers (mobile, land line, work number, neighbor, etc.). Arrangements will be made with you for either an alternative bus stop or a later return at the end of the run when all the other students are dropped off.

- 5. Who walks my child to and from the bus?**

Our youngest students in EC 45 and EC 56 are met by their teachers in the bus park in the morning for the first few days of school, to welcome them from the incoming buses and show them the way to the classroom. They are escorted to the afternoon buses throughout the school year. Junior School students grade 1-4 are escorted to their buses for the first few afternoons only, until they know where their bus is parked. Students G5-12 are expected to find their own way from the bus park to their classroom and their correct bus in the afternoon. There are several duty staff in the bus park both in the morning and in the afternoon to assist students where needed.

6. Do you have a bus that goes to my home address?

By German law, we are required to utilize existing public bus stops where available. There are special traffic laws around public bus stops for other drivers, for the protection of bus passengers. It is, therefore, usually not permissible to have a pick-up / drop-off point at a home address.

7. What should I do if I move house?

When planning to move please contact the Transportation Office with the address you are interested in in order to check busing / seating availability beforehand. Bus routes and bus sizes are planned during the summer for the school year ahead. It may not be possible to accommodate new locations at a later point during the school year. When bus availability has been confirmed, please indicate your planned moving date so that seating can be pre-reserved. Please inform the Transportation Office about your definite move about one week before so that passenger lists can be updated, and bus companies / bus drivers can be informed.

8. How much are the bus fees?

Bus fees are likely to change from year to year, depending on the number of buses required to accommodate all bus enrollees. An updated bus fee table is available on our website or can be obtained from the Transportation Office.

9. Can my child walk home from the bus by itself?

Students can get off the bus and walk home without adult supervision as of grade 5 in Middle School. Younger students are required to be picked up by an authorized adult. Exceptions are possible if a written waiver is received, stating that the parents are allowing us to let the child get off alone and that the parents will assume full responsibility from the moment that the child has left the bus. This should only be considered if the bus stop is within easy walking distance to home, if no major roads are to be crossed and if the child is able to recognize the dangers involved in traffic and know the neighborhood well.

10. Will the driver tell my child when to get off?

Bus drivers of our regular Junior School return buses will tell the child when the home bus stop is reached throughout the school year. Bus drivers of our later After School Care / Middle School and Senior School return buses will announce bus stops for the first few days, until students have become familiar with their stop.

11. What should I do if my child misses the bus?

If a child misses the bus in the morning, alternative means of transportation need to be made. The School cannot be held responsible for additional costs accrued by alternative transport.

If the child misses the bus in the afternoon, they need to report to the duty person in the bus park or report to our Security staff, for contact to be made with the parents.

12. Is there an adult on the bus?

The only adult on board is the driver. Older students can be assigned as bus monitors to supervise the adherence to the MIS Code of Conduct on our school buses. For the Code of Conduct please refer to page 10 in the Bus Service Information brochure.

13. What happens if the bus is running late?

The School strives to ensure punctual bus service. However, traffic or road conditions may cause buses to run late. When receiving a message from the driver about a delay, we will send a SMS to the parents as quickly as possible. Students should wait 15 – 20 min. past scheduled departure time before contacting the Transportation Office or the bus company. In case of severe disruption of the bus service, we advise that parents have an alternative plan for their child.

14. What grade can my child go to and from the bus alone?

Students as of grade 5 are allowed off the bus by themselves. Please also refer to point 9.

15. What are the rules on the bus?

The complete MIS Code of Conduct can be found on page 10 of the Bus Service Information brochure. Most important is always wearing seat belts during travel; avoid any loud noise that would distract the driver and no eating and drinking on board. In case of a pandemic and / or instructions by the authorities, additional precautionary measures may be implemented, e.g. compulsory wearing of facemasks during the entire bus ride.

16. Can my child use an iPad or laptop on the bus?

The use of laptops on the bus is discouraged as it could possibly cause injury in case of an unexpected break maneuver. It can also distract the student's attention, resulting in missing its own stop.

17. Do the children wear seatbelts on the bus?

Wearing seat belts on the bus is mandatory by German law.

18. If my child needs to go to another place, either as a one-off or regularly (e.g. doctor's appointment) can they take another bus?

This is possible if adequate seating is available on the given bus to accommodate a guest rider. Parental permission is required before a guest rider ticket (so-called bus pass) can be issued (may not be available if federal regulations (e.g. pandemic) will prohibit it)

19. What happens if my child wants to bring a friend home or can my child travel on another child's bus?

Children are welcome to visit each other and travel on another bus, if adequate seating is available on the given bus on the day(s) in question. Permission is required by the parent of the guest rider. Deadline for requesting bus passes is 12:00h on the day of travel on a regular school day and 16:00h on the working day before for travel on a "half" or "early release" day. Pls. see pages 5 and 6 of the Bus Service Information brochure for more details and dates issued (may not be available if federal regulations (e.g. pandemic) will prohibit it)

20. Can I travel on the bus with my child?

We are happy to accommodate parents on the school bus, if adequate seating is available. For this a so-called "bus pass" will be issued for the guest rider, so that they can identify themselves as authorized passengers to the bus driver issued (may not be available if federal regulations (e.g. pandemic) will prohibit it)

21. What is the deadline for bus passes?

Deadline for requesting bus passes is 12:00h on the day of travel on a regular school day and 16:00h on the working day before for travel on a "half" or "early release" day. Pls. see page 7 of the Bus Service Information brochure for more details and dates.

22. How many bus passes can my child have?

If enrolled with the bus service round trip there is no limit to bus pass numbers in a school year, always provided that adequate seating is available on the given bus. Student with on-way enrollment are entitled to receive 15 bus passes each school year, for the service that they are not enrolled in (e.g.: a child with afternoon enrollment only can have 15 bus passes for a morning bus ride). Bus passes for non-enrollees are limited to 5 per school year.

23. Can I cancel the bus contract if my child does not like the bus?

Cancelling the school bus is possible within 14 days after signing the contract. It can also be cancelled mid-year with the effect of 31. December, with 4 weeks prior notification in writing to the Transportation Office.

24. Can I track my child on the bus?

Our school buses are not equipped with tracking devices. You may want to consider equipping your child with a mobile phone if you like to stay in contact during travel. We are planning to introduce this service in the near future.

25. Can I have a bus stop at a hotel?

Hotel stays are usually for a limited time only. If we can accommodate a stop depends on if a public bus stop is near the given hotel, if this bus stop fits in an existing school bus route and the length of stay at the hotel. Short-term arrangements of less than 4 weeks are not possible.

26. Can I send someone else to the bus to pick up my child

If you need to send someone else to the bus stop to pick up your child, please let us know beforehand so that we can inform the driver accordingly. If available, we appreciate a picture of the authorized pick-up person. You can also provide a short description, e.g. age, hair color and hair length, name, relationship, etc.

27. Does my child need a bus pass if he wants to get off at a different bus stop with a friend that is assigned to the same bus?

With no change of bus involved, there is no need for a bus pass. However, parental permission is required beforehand as the drivers are instructed to allow students off the bus only at their designated bus stops.

28. Can my Junior School child travel home on the later 16:15h buses after an Activity?

Due to special supervision responsibilities for your young JS students, only students that are also enrolled with our 5-day-week After School Care (ASC) program can travel on the later buses and special travel arrangements are in place for them. They are escorted to the buses by our ASC team each day, a service that cannot be extended to students that are not enrolled in the ASC program.

29. What happens if my JS child misses its return bus at 15:25h

When a young JS student misses its return bus at 15:25h, the parents will be informed and the child will remain under the care of the JS Office or Transportation Office staff, until further arrangements with the parents are made. This could either be a pick-up from school by the parents, or a return with the later return buses at 16:15h to a bus stop agreed on with the parents. The student will be escorted to the correct bus.

30. Are Late Activity Buses (LABs) available to all destinations?

MIS offers a LAB service for Middle and Senior School students attending After School Activities and Athletics programs. Both of our LABs are either scheduled to serve our major residential areas without easy access to public transport or with several points of S-Bahn, U-Bahn or tram stops to enable students to make their way home with means of public transport. Due to the different numbers of passengers participating in different activities on different days, it is, unfortunately, not feasible to offer a LAB service that is as detailed and personalized as the regular afternoon buses.

31. Is a seat on the LAB available at all times?

During the try-out period the service is free of charge and seats are assigned on a first come-first-served basis. If a bus is filled to maximum capacity, alternative travel arrangements need to be made for the remainder of the try-out period.

Utilizing the LAB service after the try-out period is a chargeable service. Seats are still assigned on a first-come-first-served basis. If a bus is full, the student will be added to a waiting list and parents will be informed as soon as seating becomes available. No charge applies for the waiting list.

32. How do I register for the LABs?

During the try-out period students wishing to take a LAB must register by completing the LAB sign-up, available via a link in our iSams parent portal. After the try-out period a separate LAB Bus Contract needs to be completed and returned to the Transportation Office.

33. Is a LAB available for JS students?

Unfortunately, there is no LAB available for our young JS students; they must be picked up from school after their activity.

34. How do I know at which time the bus will return on “early release” and “half” school days?

When returning on our “early release” and “half” days, our buses will travel their morning route in reverse order. Our morning buses are scheduled to arrive at school at 09:00h on average. Example: if your morning bus picks up at 08:20h, the travel time to school is 40 minutes. With a scheduled time of departure from MIS at 14:15h on “early release” days (12:15h on half days), the expected time of return is 14:55h (12:55h on half days). With traffic lighter in midday, the arrival time may be slightly earlier, though.

35. Can my child take its instrument or sports equipment on board?

For the safety of the passengers in our school buses, it is not permissible to transport larger items, such as a cello, violin, suitcase, skateboard, folding bicycle, etc.) inside the passenger compartment. They must be placed in a separate luggage compartment. In an emergency, improper transport could injure passengers or prevent them from making a quick emergency exit.

However, even on our large buses with separate luggage compartments, it is not possible to transport larger pieces of luggage on the way to school or back home, as this would mean that the driver must turn off the bus engine and exit the bus, leaving passengers inside unattended. The driver would have to open the luggage compartment to load/unload the item (cello case/suitcase/bicycle/skateboard), re-enter the bus, restart the engine, and proceed to the next stop. Not only would this block the bus stop for a while, but it would also increase travel time for everyone on board.

Only on School Field trips, where a group of students jointly travel with their supervisors to another location, all luggage and equipment is loaded at School and unloaded when reaching the destination.

Exceptions of the above rule may be possible after individual consideration, depending on the size of the bus and number of passengers assigned to it, whether an overhead compartment is available on the given bus, in which a smaller item, like a flute or a small violin may be securely stored, provided that it is inside a padded bag (no hardshell).

If you have any other question about the bus service that are not covered here, please do not hesitate to contact the Transportation Office directly under Transportation@mis-munich.de or +49 (0) 8151 366-150.

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