



School transport



Samtrans is a specialist in executing, administrating and organising travel and is skilled in meeting the needs, wishes and requirements made by passengers, clients, supervisory authorities, etc. on operations of this kind.

Agreements and expectations

The local authority and/or the school orders and pays for the school transport. Samtrans' task is to transport the pupils so that they arrive at the "on site" time stated by the client. The school transport schedule will be set according to when the pupils have to be at school, so the collection time may vary from day to day, depending on how many pupils are involved on the day in question.

School transport is like scheduled traffic, and drivers do not have time to go in and collect pupils personally. For the service to run smoothly and ensure that all pupils arrive at school on time, pupils must be waiting by the kerb, ready to board when the vehicle arrives.

Parents/guardians and school staff are responsible for the children to and from the vehicle.

In the event of long delays, the driver will call and state an estimated new collection time. It is therefore important that we have a phone number for the home and/or the pupil(s).

Cancelling and changing transport

You must cancel booked transport as soon as you know that the pupil will not be travelling. If you cancel later than the time stated in the agreement, you will be required to pay for the full journey. Contact the school transport co-ordinator at your school for information about your cancellation deadline.

To cancel transport, you can use the Samtrans express and Samtrans KundWebb services or call the Samtrans booking centre. Requests for changes to agreed transport must be submitted in writing no later than three working days before the change is to apply.



Samtrans KundWebb

See an overview of the journeys online. All you need is a computer with an Internet connection.



Samtrans express

An answerphone service that makes it simple to use the phone to book and cancel existing journeys.

For details of our KundWebb and Samtrans express services, visit our website at: www.samtrans.se. You can also use the site to order your login information.

Naturally, you can use both the services.



Contact us

We receive a lot of calls around the start of the school year, which can lead to long telephone queues.

It is often easier to reach us by phone between 10.00 and 14.00 on weekdays. You can also contact us by e-mail to: kundtjanst@samtrans.se.

The booking centre is open:

Weekdays: 06:30–19:30
Saturday–Sunday: 08:00–19:30

A telephone answering service is operated at other times.

You can use the KundWebb or Samtrans express service to cancel transport 24 hours a day.

The booking centre phone number is: 08 522 500 00.



More information about Samtrans

For additional information about Samtrans, visit www.samtrans.se.

Samtrans provides transport for people with special needs on commission from local and county authorities and private clients. All our vehicles are fitted with alcolocks. We give the highest priority to reliability, traffic safety and the environment.

