



## TERMS AND CONDITIONS – SCHOOL TRANSPORT

### A GENERAL

1. The school buses operate in strict compliance with guidelines provided by regulatory authorities.
2. A Transport In-Charge is available at the school to address any queries or concerns you may have.
3. Buses will only pick up or drop off students based on the designated route allocations.
4. All buses have designated pick-up and drop-off locations.
5. Travel times may vary depending on the number of students and changes to the route.
6. Parents are responsible for ensuring that their child(ren) are at the pick-up point at the scheduled time. Buses will not depart from collection points ahead of schedule but shall not wait beyond 2 mins at the pick-up location. Traffic conditions may cause delays for buses to arrive at pick-up and drop-off points later than scheduled time.
7. If students are to be dropped off without the presence of an adult, parents must sign a consent form. This is applicable only for children in Grade 4 and above.
8. Failure to adhere to the above guidelines will result in the students being brought back to the school, and parents shall be responsible for collecting the students from school.
9. For safety and security reasons, if a drop-off is requested at an unusual location, a written request signed by the parent or guardian is required.
10. Parents must inform the Transport In-Charge or School Administration if a student will be absent. If a student will not use the return trip on a given day, parents should provide written communication or send an email to the Transport In-Charge or School Administration.
11. In the event of a change of residence, the provision of transport services will depend on the availability of seats on existing routes. Fees will be adjusted according to the new pick-up area as per the fee structure.
12. Children with contagious diseases will not be permitted to travel on the bus for health and safety reasons. The school may require a clearance certificate from a medical professional before the child is allowed to board the bus.
13. For safety reasons, eating and drinking on the bus is strictly prohibited, except for water.
14. The school reserves the right to decline transport services. Bus allocation is based on the availability of seats on the bus assigned to that area.
15. All vehicles, drivers, and passengers are insured. In the event of a claim due to an accident, the company's liability is limited to the compensation paid by the insurance company, as per the terms of the insurance policy.
16. Parents or guardians are responsible for compensating the school for any damages caused to the bus or other passengers due to inappropriate behavior or actions of their child(ren). The school is not liable for any consequences or damages resulting from the inappropriate behavior or actions of the child(ren).
17. The school may use parents' email addresses or mobile numbers to convey messages or send newsletters and circulars.

## **B. REGISTRATION FOR TRANSPORT SERVICE**

1. All students who require the Transport Services shall apply in a prescribed form available on the website or at the school.
2. The application form available on the website or at the school counter should be completed and submitted by the parent. All mandatory fields (\*) marked columns must be filled up. The Parent should make the necessary payment at the Accounts counter in the school.

## **C. PAYMENT OF FEES**

1. The transport fee is normally applicable and charged from the effective date of enrolment to the end of the Academic Year.
2. Termly advance payment is required to avail school transport service.
3. School cannot provide an option for monthly payment of transportation fee. Termly advance payment is mandatory.
4. Cheque payments will not be accepted for the Transport fee. Parents can make the payment by Cash/Card/Online via Zenda App.
5. For Transport service discontinuation, the parents must provide at least one month's notice in specified form available in the school transport department. Parents can approach the Transport Department and submit the Service Discontinuation Form on time to avoid any inconveniences. A pro-rata Transport fee will be applicable for short notice for service cancellation.
6. In case the parents have not submitted transport service discontinuation form, it will be considered as continuity of transport service and the fee will be charged accordingly. The parents are liable to settle the transport fee accordingly.
7. Exam periods do not qualify for transport fee waivers or refunds. One month's notice is mandatory for discontinuation of transport service in any circumstances.
8. No refunds will be provided where there are any interruption, discontinuation, or suspension of school transport service due to any matters beyond the reasonable control of the school or as per the restrictions imposed by the Government or any regulatory authorities, including KHDA, RTA etc.
9. Approved refunds will be settled within 30 days from the date of submitting duly completed Service Discontinuation Form. Refund will be paid by account payee cheque in the name of the parent, or any person duly authorized by the parent. If the Transport fee is paid by the Employer of the parents, the refund also will be settled to the same Employer.
10. There will be a charge of AED 25/- applicable for re-issue of transport ID card, if it is lost.
11. Termly transport fee is applicable REGARDLESS of the number of school days or holidays in any given month/term due to any reasons like student's absence, exam days, winter holidays, spring holidays, holidays due to rain, natural calamities, pandemic situation etc. This is since the annual transport fee is calculated by considering all these facts and divided on a termly basis and applied to the transport users.

## **D. DIRECT PAYMENT BY COMPANIES**

In case of direct payment of transport fee to School by the parent's Companies it should be informed at the time of registration. The Companies should be advised to make the payment latest by 10<sup>th</sup> of the first month of the term failing which the service will be unavailable.

## **E. INVOICES**

1. Invoices can be collected from the school Accounts counter at the time of payment.
2. The individual Pro Forma invoice shall be issued to those parents who will be getting re-imbursment from their employer.

**F TRANSPORT DISCONTINUATION**

1. Transport withdrawal or discontinuation requests must be submitted at least 30 days in advance. Transport fees will be charged up to and including the month in which the child uses the service, including the notice period. If the child needs to discontinue the service immediately, one month's fee will be applicable, with a refund issued for the subsequent months only.
2. The transport fee is payable up to and including the month in which the student leaves the school. If payment has been made for the full year or term, a refund will be issued for the remaining months after the term's completion.
3. For temporary discontinuation due to an extended leave of more than a month on medical grounds or similar reasons, a letter must be submitted to the Principal along with the discontinuation form, for approval by the competent authority. Temporary discontinuation is not allowed in the months of December and June.

**G AREA CHANGE**

The parents should provide the Area Change form (available at the counter in the school) to the Representative in the school. The parent will be informed of the availability of seat in the bus plying in the new area.