

SCHOOL TRANSPORT - TERMS & CONDITIONS



A

GENERAL

1. School Transport Services LLC (STS) operates the buses in compliance with the guidelines of regulatory authorities.
2. All drivers of STS are fully trained, hold RTA issued school bus driving licence and participate in our ongoing customer care and drivers' training courses. They undergo a minimum of 30 hours of Safe Drivers' Training Course each year.
3. The buses are installed with a GPS and a Video Surveillance System. All buses are provided with a mobile phone. The mobile phone number is available on the website.
4. All buses have designated pick-up and drop-off points.
5. The travel time may vary depending on the number of students/change in route.
6. It is the responsibility of the parent(s) to ensure that their child/children is/are at the pick-up point at the designated time. Buses will not leave from collection points ahead of schedule. However, buses will not be able to wait at pick-up points after the scheduled time. Due to traffic delays buses may arrive at the pick-up and drop-off points behind schedule.
7. Drop-off of Students during the return trip:
 - 7.1. Parents of all students of Year 6 and below will be issued with guardian cards. It is essential to produce the guardian card to receive the student at the drop off point. The pupils can be received by the parents/relatives/parents of other pupils/maids or any other authorised adult with the guardian card.
 - 7.2. While dropping off FS1 and FS2 pupils, during the Foundation Stage (FS) trip, if any adult with the guardian card is not available the pupil will be brought back to the school. The school will contact the parent and confirm whether an adult will be available if the pupil is brought in the afternoon trip (leaves school at 16:00). If so, the FS pupil will be sent along with the other students in the afternoon trip. Otherwise, the parent has to collect the pupil from the school.
 - 7.3. It is mandatory that the adult with the guardian card is present to collect the pupils of Year 1-4. In certain cases, parents advise the bus staff from their balconies/residence to drop the students; in such cases, the parent has to give an undertaking that it is acceptable to them to drop off the students if they are visible to the bus staff. If such an undertaking is not given and an adult is not available to receive the pupils they will be brought back to the school. If Year 1-4 pupils have older siblings (Year 5 and above) travelling with them and an undertaking has been given by the parent that they can be dropped in the care of their older sibling, this will be done.
 - 7.4. If the pupils of Years 5-6 are to be dropped without the presence of an adult, the parent should sign a consent form accordingly.
 - 7.5. If the above is not strictly followed by any parent the pupils will be brought back to school and it would be the responsibility of the parents to collect the pupils from the school. In such cases, the school will charge the parent AED 50/- per hour per pupil for taking care of the pupils at school.
8. A written request, specifying the dates, signed by the parent/guardian, for safety and security reasons, is required if a drop-off other than usual is requested.
9. Parents are required to inform the school if a pupil is absent on a particular day. If a pupil does not want to use the return trip on any particular day the parent should hand in a written communication or send an e-mail to info@arcadia.sch.ae
10. In case of change of residence, provision of transport service will be subject to the availability of seats on established routes.
11. Children with contagious diseases are not permitted to travel in the bus. A clearance certificate should be handed to the school nurse on the day the child returns to school.
12. For safety reasons, eating and drinking on the bus other than water will not be permitted.
13. School reserves the right to decline the provision of service. Allocation of bus facility will be based on the availability of a seat in the bus plying in the area.
14. All vehicles, drivers and passengers are insured. In case of any claim due to an accident, the company's liability is limited to the comprehensive compensation paid by the insurance company, as per the terms of the insurance policy.
15. Parents or guardians shall compensate the school as the case may be for any damages caused/sustained on the bus or to other travellers as a result of inappropriate behaviour/actions of their child.
16. Bus provider may use e-mail id/mobile number of the parents for conveying messages and sending newsletter/circulars.

B

REGISTRATION

1. All pupils who require the transport service shall apply in a prescribed form available at the school or on the website.
2. Application form is available on the website or at the school counter should be completed and submitted by the parent. A bar coded ID card will be provided to the student on payment of the necessary fee.
3. Every transport user should have a bar coded bus Identity Card in order to take the electronic attendance. No pupil will be permitted to board the bus without an ID card. This is emphasised for the safety of the students.
4. Replacement bar coded bus Identity card will be charged at AED 25/- per card.

C

FEE PAYMENT

1. Once the application form is accepted, parents will make payment of fees based on the fee structure applicable for the transport service.
2. Transport fee is applicable and charged for ten months in an academic year, divided into three terms. Full payment for each term should be done irrespective of the number of working days.

SCHOOL TRANSPORT - TERMS & CONDITIONS



3. In case of a new registration for the school transport during the term, the fee will be charged to the nearest half term regardless of the date of start of service.

4. Following options are given to parents for payment of fees:

4.1. Cash/Credit Cards at the fees counter in the school.

4.2. Cheque in favour of 'Arcadia School (BR of Arcadia Education DMCC) Dubai Branch' at the fees counter in the school.

4.3. Bank Transfer as per below mentioned details:

Account Name : Arcadia School (BR of Arcadia Education DMCC) Dubai Branch

Account No. : 01 90 00 025 105

IBAN : AE33 0330 0000 1900 0025 105

Swift Code : BOMLAEADXXX

Bank Name : Mashreq Bank PSC

Bank Address : P.O. Box 5511, Riqqa Branch, Dubai, U.A.E.

5. If the transport fee is not paid before the tenth of the first month of the term, service will not be provided to the pupil from the next day.

D PAYMENT BY COMPANIES

In case of direct payment of transport fee to school by the parent's company it should be informed at the time of registration. The company should be advised to make the payment latest by 10th of the first month of the term failing which the service will be declined.

E DISHONOUR OF CHEQUES

1. AED 100/- will be charged in case of dishonoured cheques.

2. Only cash/credit card payments will be accepted in case of dishonoured cheques.

F INVOICES

1. Invoices can be collected from the school at the time of payment.

2. Individual Proforma invoice shall be issued to those parents who will be getting reimbursement from their employer.

G DISCONTINUATION

1. Transport Facility once availed will not be withdrawn during the term. No refund in case of withdrawal will be made for the unexpired portion of the term from transport facility. In case of discontinuation due to transfer from school, at least two weeks notice should be given to the school in the specified form.

2. Discontinuation of transport facility for the ensuing term should be intimated in the specified form (available at the

school/on the website) at least two weeks before the end of the previous term.

3. The fee shall be paid till the month the student leaves the school (inclusive of the month). If the payment is done for the full year or term refund will be done for the succeeding months.

H FEE REFUND

1. Fee refund is applicable only in cases where fees for more than one term have been paid by the parent and facility not availed for the succeeding term(s).

2. In case of discontinuation for any reason other than the end of the academic year, a 'service charge' of AED 100/- is applicable. This charge will also be applicable for return of post dated cheques.

3. Fee refund is not applicable in case pupil is temporarily suspended from use of bus service.

4. Refund shall be made only through account payee cheques (in the name of the parent who had initially paid or any person authorised by the parent) and not in cash. In case of payment done from the company, refund will be made to the company.

5. Any adjustment for change of area shall be done by the third working day of the subsequent month.

I AREA CHANGE

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

I have read and understood the terms and conditions of school transport service and agree to the clauses stated therein.

Pupil's First Name

Pupil's Last Name

Class

Date

Parent's/Guardian's Signature

Parent's/Guardian's Name (All Caps)