

**Terms & Conditions****A General**

1. School Transport Services LLC (STS) operates school buses in compliance with the guidelines of the appropriate regulatory authority.
2. All employees of STS are fully trained and where required, hold the appropriate regulatory permits. All drivers are trained annually in safety, customer service and driver skills training courses.
3. All buses are installed with smart bus technology and this covers as a minimum, GPS tracking and CCTV Systems. All bus seats are provided with seat belts and must be worn by students at all times.
4. There is a nominated STS Service Delivery Executive (SDE) to deal with any queries for every school and their contact details are available in the School.
5. All bus routes have designated pick up and drop off points. Please check your location and pickup/drop off points with the STS Service Delivery Executive to confirm the transport service.
6. The route travel time may vary depending on the number of students and or any change in routes.
7. It is the responsibility of the parent(s) to ensure that their children 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/drop-off points after the scheduled time. Inclement weather and traffic delays may cause delays to scheduled times. If a delay exceeds 15 minutes, the parent will be notified through our App and/or SMS.
8. Only authorised person are permitted to enter the bus. Parents and or guardians are not authorised to enter the bus, unless asked to do so by the Bus Driver or Bus Guardian. Only the Bus Driver, Bus Guardian, company / school employee is permitted on the bus.
9. Whilst travelling on the school bus, students are solely responsible for any electronic devices in their possession. STS are not liable for damaged, lost, or stolen equipment. Parents are responsible for ensuring their children can only access appropriate content on their device and that they do so effectively, safely and responsibly.
10. Any queries regarding behaviour or incidents will be reported by the Driver and or Bus Guardian to the SDE, who will in turn escalate to the school management. STS will follow the internal escalation process which may result in discontinuation or suspension of services. Parents or guardians shall compensate the company for any damages caused or sustained on the bus or to other travellers as a result of inappropriate behaviour by their child.
11. If a parent has a query relating to the bus service, the first point of contact will always be STS, secondly the school. STS and parents will ensure any discussions will be respectful and cordial, in line with Education Regulatory Body Parent Contract expectations, to ensure an appropriate resolution is found. Parents will liaise directly with the SDE and not with the Driver, Bus Guardian, another parent or any other child on the bus regarding any issues.

**Student Journey from School to Home:**

- 11.1. Parents of all students of **Grade 3 / Year 4** and below will be issued with Guardian card by STS. It is mandatory to produce the Guardian card to collect the student at the drop off point. The student can be collected by the parents, relatives, parents of other students, maids or any other authorised adult who hold the STS Guardian card. If any adult with the Guardian card is not available, the student will be returned to the school by STS.
- 11.2. If Grades 1 to 3 / Year 2 to 4 students have older siblings (Grade 4 / Year 5 and above) travelling with them on the bus and have signed an undertaking form (STS-CS-01-F-04), then they may leave the bus in the care of their older sibling.
- 11.3. Parents of all students of **Grades 4 to 6 / Year 5 to 7** should be present for drop off. If they are to be dropped without the presence of an adult, parents must sign an undertaking form (STS-CS-01-F-05) accordingly.
12. For safeguarding purposes, any changes to the planned schedule must be provided to STS and the School in writing or online signed by the parent or guardian at least 24 hours in advance. STS reserves the right to accept/decline the service which will be communicated to the parent accordingly.
13. Any student absence must be communicated to STS ahead of the bus journey.
14. Students 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 student returns to school.
15. For safety and hygiene reasons, eating on the bus is not permitted.
16. Allocation of the bus services will be based on seat availability and route coverage. STS reserves the right to decline any request for service.
17. All STS vehicles, Drivers, Bus Guardians and registered students are insured. In the event of any claim due to accident, STS's liability is limited to the comprehensive compensation paid by the insurance company, as per the terms of the insurance policy.
18. STS may use the e-mail id, contact numbers of parents and photographs of the students for conveying messages, STS newsletter and related circulars.
19. Buses are monitored by CCTV and STS reserves the right to view footage as per our internal policy. CCTV recordings will only be shared when requested by the authorities.
20. Students can only travel on the bus with a valid registered ID card in accordance with clause B3.
21. Students are allocated seats based on regulation and this must be honoured for every journey.

**Terms & Conditions****B. Registration and Payment for Transport Service**

1. Parents can sign up for the transport service by applying online, using the dedicated STS App or visiting the counter within the School. Registrations (Refer Student Registration Form STS-CS-01-F-01) should be complete at least two weeks in advance.
2. Once the application form or online registration is accepted, parents will need to pay the applicable fees.
3. The transport fee is applicable and charged for ten months in an academic year. Registration fees for the new academic year must be paid in advance to activate the student ID card\*. Full payment for each term should be made irrespective of the number of working days.

\* Please note that transport fees are required to be paid in advance to activate the student ID card and the student ID is required to travel on the bus. All ID cards must be activated for registration and insurance of bus journeys. Failure to pay will result in deactivation of the student ID card and the student will be treated as unregistered and will not be permitted to travel on the bus after the 10<sup>th</sup> day, until fee payment has been made.

4. For any unpaid fee amounts, STS reserves the right to commence legal proceedings including but not limited to a travel ban.
5. Replacement ID cards will be charged at AED 20/- per card.
6. In the case of new admissions during the term, after 15<sup>th</sup> of the beginning of the term, fee will be charged on pro-rata from the date of start of service.
7. Following options are given to parents for payment of fees –
  - (i) Online Payment through our website [www.stss.ae](http://www.stss.ae) or STS App
  - (ii) Cash / Credit Cards at the STS counter in the school
  - (iii) Cheque in favour of 'School Transport Services LLC' at the STS counter in the school
8. An administrative charge of AED 25 will incur in the case of a cheque being returned by the bank / cheque replacement / any alteration in the payment plan. STS will not accept responsibility for any returned cheque. It is the parent's responsibility to ensure that there is sufficient funds in the account on the payment due date. All cheques will be deposited to the company bank account upon receipt, as per the due date.
9. Only cash or credit card payments will be accepted in case of returned cheques and must be paid within two working days.
10. Direct Payment by Companies: Please inform us at the time of registration if payment is to be made by the parent employer. For due date of payment and continuation of service please refer clause B3.

**C Invoices**

1. In line with our policies on a sustainable environment, invoices and or receipt will be sent electronically to the registered email id.

**D Transport Discontinuation and Refunds**

1. Service discontinuation (Refer Transport Discontinuation Form STS-CS-01-F-07) will only be accepted by STS at the end of an academic term. Parents should provide at least two-weeks' notice to the representative of STS in the specified form. If any parent applies for discontinuation before the end of the academic term, no refund will be provided for any unexpired period of that term.
2. In the event of a transfer from one school to another and where the STS services will be required, any additional fees or refunds will be adjusted for new service at the new school. Parents should provide at least two-weeks' notice to the representative of STS in the specified form (Refer Transport Fee Refund Form STS-CS-01-F-08) and must be supported by the transfer certificate.
3. In the event of temporary discontinuation due to long leave for more than a month on medical grounds (student parents and or child), a letter must be submitted along with the medical reports and discontinuation form for STS management consideration. In case of temporary discontinuation on medical grounds the fee paid can be adjusted for the next term, subject to STS management approval.
4. Fee refunds are only applicable in cases where fees for more than one term have been paid by the parent and services are not required for the succeeding term(s).
5. A 'service charge' of AED 100 will be applied to any approved refunds.
6. Fee refunds will not be provided if students are temporarily suspended from use of bus service.
7. Refunds shall be made within 30 days of receipt of the completed form. All payments will be through the 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 cases of payments from the parents employing company, refunds will only be made to the employing company.
8. All STS issued ID's must be returned for any discontinuations and refund approvals.

**E Area Change**

1. Parents must provide the Transport Area Change form (STS-CS-01-F-06) available at the STS counter in the school or website at least two-weeks' in advance. The parent will be informed of the availability of seats and routes by the STS representative.
2. Allocation of the buses will be based on seat availability and route coverage. The parent will be informed of the availability of seats and routes by the STS representative. STS reserves the right to decline any provision of service.
3. The old ID card should be returned to STS and a new card will be issued at a charge of AED 20/- for the area change.

**Parents remain responsible for ensuring that where applicable, the STS Terms & Conditions are met by the registered bus users at all times.**