



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 employees are trained periodically for safety, customer service and driver skills training.
3. All buses are installed with smart bus technology, and this covers as a minimum, GPS/RFID tracking and CCTV Systems. Buses are monitored by CCTV and STS reserves the right to view footage as per our Company policy. CCTV recordings will only be shared when requested by the appropriate authorities.
4. A nominated STS Service Delivery Executive (SDE) will be available to manage any queries at each school. Their contact details can be found on both the school and company websites.
5. All confirmed bus routes have designated pick-up and drop-off points. Please check your location and pick-up/ drop-off points with the STS Service Delivery Executive to confirm your allocated route.
6. Route travel times may vary depending on the number of students and any changes to the routes. To meet operational requirements, STS reserves the right to change or substitute the assigned bus when necessary.
7. It is the responsibility of the parent or guardian to ensure that their child(ren) are at the designated pick-up point on time. Buses will not depart before the scheduled time but cannot wait beyond it. Inclement weather and traffic conditions may cause delays. If a delay exceeds 15 minutes, the parent or guardian will be notified via our App and/or SMS. In the case of extended delays, follow-up communication will be provided to keep parents or guardians informed.
8. Only authorised persons (Bus Driver, Bus Guardian, Company / School employee) 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.
9. Students are solely responsible for any personal items when traveling on the school bus. STS are not liable for damaged, lost, or stolen equipment. Parents are responsible for ensuring their children can only access appropriate content on any portable device and that they do so effectively, safely and responsibly.
10. Any incidents relating to student behaviour or safeguarding will be reported by the Driver and or Bus Guardian to the STS Service Delivery Executive.

Behavioural incidents may be escalated to the school where required.

Safeguarding matters will be promptly escalated to the school's Designated Safeguarding Lead (DSL), who will take appropriate action in accordance with safeguarding procedures.

STS will follow its internal escalation process where required, which may result in the suspension or discontinuation of the service.

Parents or guardians shall be responsible for any damage caused to the bus or to other passengers as a result of inappropriate behaviour by their child.

For any queries relating to the bus service, the first point of contact will be STS, followed by the school if required. STS and parents will ensure all communication remains respectful and in line with Education Regulatory Body Parent Contract expectations. All queries should be directed to the STS Service Delivery Executive. Parents must not

approach the Driver, Bus Guardian, other parents, or students directly regarding any issues.

11. Student Journey Between School and Home:

- 11.1 Parents of all students in **Grade 3 (Year 4)** and below will be issued with a Guardian card by STS. It is mandatory to produce the Guardian card to collect the student at the set down 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 Students of **Grade 3 (Year 4) and below** who have older siblings **Grade 4 (Year 5) and above** travelling with them on the bus and have signed an undertaking form (STS-SD-M-01-F-04), 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 bus arrivals at the set down point. If they are to be set down without the presence of an authorised adult, then parents must sign an undertaking form (STS-SD-M-01-F-05).
12. For safeguarding purposes, any changes to a student's travel schedule must be submitted to STS and the School in writing, either physically or through the approved online platform and signed by the parent or guardian, at least 24 hours in advance. STS and the School reserve the right to approve or decline such requests.
13. Unscheduled stops for restroom visits or other non-emergency reasons will not be permitted during bus trips to safeguard students.
14. Students are allocated seats in accordance with regulatory standards and must always remain seated in their assigned seats, as per the seating plan or as directed by the Bus Guardian or Driver. All bus seats are equipped with seat belts, which must be worn by students throughout the journey.
15. Any student absence must be communicated to STS ahead of the bus journey.
16. Students with medical conditions or infections must have prior approval by the School to travel on any bus service. An undertaking form (STS-SD-M-01-F-11) must be completed, declaring the medical condition of the child and must be approved by the School prior to any bus service use.
17. Students with special educational needs and/or disabilities requiring transport must be disclosed to STS prior to registration and through the school administration. Where carer support is required, any additional bus travellers will incur charges over and above the standard bus fees.
18. For safety and hygiene reasons, eating on the bus is not permitted.
19. Allocation of the bus services will be based on seat availability and route coverage. The bus service will be offered on a first come first serve basis. STS reserves the right to decline any request for the bus service.
20. 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.
21. Students may only travel on the bus with a valid registered RFID card that includes an up-to-date photo and is in compliance with clause B4. For safety and tracking purposes, students must scan their RFID card when boarding and deboarding the bus.



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B Registration and Payment for Transport Service

1. Parents can sign up for the transport service by applying online, using the dedicated App or visiting the counter within the School. Registrations (Refer Student Registration Form STS-SD-M-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. Registrations will only be confirmed with the fee payment.
3. The transport fee is applicable and charged for the academic year. Full payment for each term must be made irrespective of the number of school days in any given month or student bus usage, this includes full or partial exam period and any study leave. The fee is based on the school term as communicated by the school and or regulatory body.
4. Registration fees for the new academic year must be paid in advance to activate the student RFID card*.

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

5. For any unpaid fees, STS reserves the right to commence legal proceedings including but not limited to bus suspension.
6. Lost and replacement RFID cards will be charged at AED 20/- per card.
7. Bus fee charges will be calculated on a pro-rata basis for new registrations if the service start date is after the 15th of the first month of any school term. This excludes public holidays and the commencement date of the new academic year/term.
8. The following payment options are available to parents or guardians for transport fees:
 - (i) Online
 - (ii) App
 - (iii) Cash or credit card payments at the STS school counter
 - (iv) Bank transfer to the STS account
 - (v) Cheque made payable to 'School Transport Services LLC', submitted at the STS school counter."
9. An administrative charge of AED 25/- will be charged 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. Only cash or credit card payments will be accepted in case of returned cheques and must be paid within two working days.
10. Additional charges apply for booster seats, as outlined in the school fee rate list. These charges are non-refundable and must be paid in full at the start of service. For safety and hygiene reasons, only STS supplied booster seats may be used.
11. 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 B4.
12. STS reserves the right to amend transport service fees at its discretion. Any changes will be communicated in advance through the appropriate channels.

C Invoices

1. Invoices and or receipts will be sent electronically to the registered email address.

D Transport Discontinuation and Refunds

1. Service discontinuation (Refer Transport Discontinuation Form STS-SD-M-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-FI-P-07-F-01) and must be supported by the transfer certificate.
3. In the event of discontinuation on medical grounds (student parents and or child), a letter must be submitted along with the medical reports and discontinuation form for STS's consideration. Any fee paid can be offset for future school terms, subject to approval.
4. Fee refunds are only applicable in cases where fees for more than one school term have been paid by the parent and services are not required for the succeeding term(s). Exam and study leave periods do not qualify for fee waiver/refunds.
5. Subject to UAE law or any applicable educational regulatory requirements, no refunds will be provided where there is an interruption, discontinuation or suspension of services due to events which are beyond the reasonable control of STS (for example, schools closure or lockdowns).
6. Fee refunds will not be provided if students are suspended/deregistered through bus service behavioural issues or failing to observe bus service standards/regulatory protocols.
7. Approved 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.

E Area Change

Parents must provide the Transport Area Change form (STS-SD-M-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 Service Delivery Executive. STS reserves the right to decline any provision of service.

The registering parent or guardian agrees to comply with these Terms and Conditions for the full duration of the bus service usage and is responsible for ensuring adherence at all times. Any amendments to these Terms and Conditions will be communicated in advance to the parent or guardian.

Name of Student _____

Student ID _____ Grade _____

Name of Parent _____

Signature of the Parent _____

Date: _____