



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, holding 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. There is a STS Operations Executive / Customer Care Executive (OE / CCE) for each school whose name and contact details are available on the website.
5. All buses have designated pick up and drop off points.
6. The travel time may vary depending on the number of students / change in route.
7. 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 pick-up and drop-off points behind schedule.
8. **Drop off of Students during the return trip:**
  - 8.1 Parents of all students of Grade 6 and below will be issued with Guardian cards by STS. It is essential to produce the Guardian card to receive the student at the drop off point. The students can be received by the parents / relatives / parents of other students / maids or any other authorized adult with the Guardian card.
  - 8.2 While dropping of the **FS1 and FS2** students, during the FS trip, if any adult with the Guardian card is not available the student will be brought back to the school. The STS Representative will contact the parent and confirm whether an adult will be available if the student is brought in the afternoon trip. If so, the FS student will be sent along with the other students in the afternoon trip. Otherwise the parent has to collect the student from the school.
  - 8.3 It is mandatory that the adult with the Guardian card is present to collect the students of **Grades 1 to 3**. 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 students they will be brought back to the school. If Grades 1 to 3 students have older siblings (Grade 4 and above) travelling with and an undertaking has been given that they can be dropped in the care of their older sibling, this will be done.
  - 8.4 If the students of Grades 4 to 6 are to be dropped without the presence of an adult, parent should sign a consent form accordingly.

- 8.5 If the above is not strictly followed by any parent the students will be brought back to school and it would be the responsibility of the parents to collect the students from the school. In such cases STS will charge the parents AED 20/- per hour, per student for taking care of the students at the school.
9. A written request, signed by the parent/guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
10. Parents are required to inform the drivers / OE/CCE if a student is absent on a particular day. If a student 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 the OE/CCE.
11. In case of change of residence, provision of transport service will be subject to the availability of seats on established routes. Fees will apply as applicable to the new pick up area as per the fee structure.
12. 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.
13. For safety reasons, eating and drinking on the bus other than water will not be permitted.
14. STS 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.
15. All STS vehicles, drivers and passengers are insured. In case of any claim due to accident, the company's liability is limited to the comprehensive compensation paid by the insurance company, as per the terms of the insurance policy.
16. Parents or guardians shall compensate the company for any damages caused / sustained on the bus or to other travellers as a result of inappropriate behaviour/actions by their child.
17. STS may use e-mail id / mobile number of the parents for conveying messages / sending newsletter / circulars.
18. Parents are requested to visit the website regularly for all details and notifications. ([www.stss.ae](http://www.stss.ae) → Schools & Clients → Name of School)

**B. Registration for Transport Service**

1. All students who require the services of STS shall apply in a prescribed form available on the website or at the school.
2. The application form available on the website [www.stss.ae](http://www.stss.ae) or at the school counter should be completed and submitted by the parent. All asterisk marked columns must be filled up. The Parent should make the necessary payment at the STS counter in the school. A bar coded ID card will be provided to the student.



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3. Every transport user should have a bar coded bus Identity Card in order to take the Electronic Attendance. **No student 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 Payment of Fees**

1. Once the application form / online registration is accepted, student will make payment of fees based on the fee structure applicable in the particular school.

2. Transport fee is applicable and charged for ten months in an academic year, divided in three terms. Full payment for each term should be done irrespective of the number of working days.

3. In case of new admissions during the term, after 15<sup>th</sup> of the beginning of the term, fee will be charged on pro rate from the date of start of service.

4. Following options are given to parents for payment of fees –  
(i) Online Payment through our website [www.stss.ae](http://www.stss.ae)  
(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

5. If the transport fee is not paid before the fifth of the first month of the term service will not be available from the next day.

**D Direct Payment by Companies**

In case of direct payment of transport fee to STS 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 declined.

**E Dishonour of Cheques**

1. AED 25/- will be charged in case of dishonour of cheques.  
2. Only cash / credit card payments will be accepted in case of dishonour of cheques.

**F Invoices**

1. Invoices can be collected from the school / STS counters at the time of payment.  
2. The individual Proforma invoice shall be issued to those parents who will be getting re-imburement from their employer.

**G Transport 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 week notice should be given to the Representative of STS in the specified form. In case of transfer a copy of the transfer certificate should be handed over to the representative of STS. In this case fee will be charged till the month (inclusive of the month) the student uses the service.

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

4. In case of temporary discontinuation due to long leave for more than a month on medical grounds etc, a letter should be submitted from the Principal along with the discontinuation form, for the approval of competent authority. No temporary discontinuation is permissible for the months of December and June.

**H Transport 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 temporary discontinuation on medical grounds the fee paid can be adjusted for the next term / month, if approved by the competent authority.

3. In case of discontinuation for any reason other than at 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.

4. Fee refund is not applicable in case student is temporarily suspended from use of bus service.

5. 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.

6. Any adjustment for fee waiver / change of area shall be done by the third working day of the subsequent month.

**J Area Change**

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

I understand the buses are monitored by Video Surveillance System. I agree to the Terms and Conditions of School Transport Services LLC.

Name of Student \_\_\_\_\_

Student ID \_\_\_\_\_ Grade \_\_\_\_\_

Name of Parent \_\_\_\_\_

\_\_\_\_\_  
Signature of the Parent

\_\_\_\_\_  
Date:

(Please retain a photocopy for your records)