



## Terms & Conditions

### A General

1. School Transport Services LLC (STS) operates school buses in compliance with the guidelines of the appropriate regulatory authority.  
**All COVID-19 related school transport protocols will be observed by parents and students in line with STS standards and any imposed regulatory requirements. This will include, but not limited to, Personal Protective Equipment (PPE), temperature checks and travel declarations. Failure to observe any STS standards or regulatory protocols may result in service suspension or discontinuation (refer to clause D6).**
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 deal with any queries for every school and their contact details are available at the School and Company website.
5. All confirmed 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 your allocated route.
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 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 persons 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. 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 queries regarding behaviour or incidents will be reported by the Driver and or Bus Guardian to the STS Service Delivery Executive, 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 STS Service Delivery Executive

and not with the Driver, Bus Guardian, another parent or any other child on the bus regarding any issues.

### 12. Student Journey Between School and Home:

- 12.1 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 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.
  - 12.2 Students of **Grades 1 to 3 (Year 2 to 4)** 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.
  - 12.3 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).
13. For safeguarding purposes, any changes to the student travel 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/School reserves the right to accept/decline the service changes.
  14. Students are allocated seats based on regulatory standards and this must be observed for every journey.
  15. All bus seats are provided with seat belts and must be worn by students at all times.
  16. Any student absence must be communicated to STS ahead of the bus journey.
  17. Students with medical conditions or infections must have prior approval by the School to travel on any bus service. A medical clearance certificate must be approved by the School prior to any bus service use.
  18. Students with special educational needs and disabilities that require transport must be notified to STS prior to registration through the school administration. Any support assistance through additional bus travellers will be charged additional bus fees.
  19. For safety and hygiene reasons, eating on the bus is not permitted.
  20. 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.
  21. 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.
  22. STS may use the e-mail id, contact numbers of parents and photographs of the students for conveying messages, STS newsletter and related circulars.
  23. Students can only travel on the bus with a valid registered RFID card displaying an up-to date photo and in accordance with clause B4.

**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-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. Registration will be cancelled without 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 ID card and the student RFID is required to travel on the bus. All RFID cards must be activated for registration and insurance of bus journeys. Failure to pay will result in deactivation of the student RFID 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.

5. For any unpaid fee amounts, 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 25/- per card.
7. In the case of new bus registrations during the start of a new school term, transport fees will be charged on pro-rata basis after 15<sup>th</sup> of the first month.
8. The following options are given to parents for payment of fees:
  - (i) Online payment through:  
[www.sts-group.com/schooltransport/home-sts/easy-pay/](http://www.sts-group.com/schooltransport/home-sts/easy-pay/);
  - (ii) STS App;
  - (iii) Cash / Credit Cards at the STS school counter;
  - (iv) Cheque in favour of 'School Transport Services LLC' 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 will be applicable for booster pads and child seats. These charges are outlined in the school fee rate list. Please note that for safety and hygiene reasons, we cannot use booster pads or child seats that are not supplied by STS.
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.

**C Invoices**

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

**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 management consideration. 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 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.
8. All STS issued RFID's must be returned for any discontinuations and refund approvals.

**E Area Change**

1. 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.
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 Service Delivery Executive. STS reserves the right to decline any provision of service.

**The registering Parent/Guardian remains responsible for ensuring that these Terms & Conditions are complied with by their registered bus user child/children at all times.**