



## The Yellow Bus Company

### THE YELLOW BUS COMPANY

#### TERMS and CONDITIONS

#### A: General

1. The Yellow Bus Rental Company LLC. (TYBCo), operates school buses in compliance with the guidelines of the appropriate regulatory authorities.
2. All employees of TYBCo are fully trained and where required, hold the appropriate regulatory permits. They are trained periodically for safety, customer service and driver skills.
3. All buses are installed with smart bus technology, and this covers as a minimum, GPS / RFID tracking and CCTV Systems. The buses are monitored by CCTV and TYBRC reserves the right to view the footage as per our Company Policy. CCTV recordings will only be shared with permission, when requested for by the appropriate authorities.
4. All confirmed bus routes have designated pick up and drop off points. Please check your location and pick-up / drop-off points with Service Executive to confirm your allocated route.
5. The route travel time may vary depending on the number of students and / or any change in routes.
6. 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 the scheduled times. If a delay exceeds 15 minutes, the parent will be notified through our App and / or SMS.
7. 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.
8. Students are solely responsible for the safety of any personal items when traveling on the school bus. TYBRC is not liable for damaged, lost, or stolen equipment.
9. Any queries regarding behaviour or incidents will be reported by the Driver and or Bus Guardian to the Service Executive, who will in turn escalate it to the School Management. We 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 because of inappropriate behaviour by their child.
10. If a parent has a query relating to the bus service, the first point of contact will always be TYBCo personnel, secondly the school. TYBCo and parents will ensure all discussions to be respectful and cordial, in line with the Education Regulatory Body and Parent Contract expectations, to ensure appropriate resolution. Parents will liaise directly with the Service Executive and NOT with the Driver, Bus Guardian, another parent or any other child on the bus regarding any issues.

#### Student Journey Between School and Home:

- 10.1. Parents of all students of Grade 3 (Year 4) and below will be issued with Guardian Card by TYBCo. 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 holds the Guardian Card. If an adult with the Guardian Card is not present at the stop, the student will be brought back to the school and the Parent / Authorised Guardian will be required to pick his / her ward from school.
- 10.2. Students of Grades 1 to 3 (Years 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, may leave the bus under the care of their older sibling.
- 10.3. Parents of all students of Grades 4 to 6 (Year 5 to 7) should be present for bus arrivals at the drop-off point. If they are to be dropped off without the presence of an authorised adult, then parents must sign an undertaking form.
11. For safeguarding purposes, any changes to the students travel schedule must be provided to TYBCo and the School in writing or online signed by the parent or guardian at least 24 hours in advance. TYBCo / School reserves the right to accept / decline the service changes.
12. Students are allocated seats based on regulatory standards and this must be adhered to, for every trip.
13. All bus seats are provided with seat belts and must be worn by students at all times.
14. Any student absence must be communicated to TYBCo in advance before the bus journey.
15. Students with medical conditions or infections must have prior approval by the school to travel on any bus. An approved Medical Clearance Certificate must be provided by the school prior to use of any bus service.
16. Students with Special Educational Needs and Disabilities (SEND) who require transport must be notified to TYBRC prior to registration through the School Administration. Any support or assistance through additional bus travellers will be charged additional bus fees.
17. For safety and hygiene reasons, eating on the bus is not permitted.
18. 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. TYBCo reserves the right to decline any request for the bus service.



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<p>19. All TYBCo vehicles, Drivers, Bus Guardians and registered students are insured. In the event of any claim due to accident, our liability is limited to the comprehensive compensation paid by the insurance company, as per the terms of the Insurance Policy.</p>
<p>20. TYBCo may use the e-mail id, contact numbers of parents for conveying messages, and related circulars.</p>
<p>21. Students can only travel on the bus with a valid registered RFID card displaying an up-to date photo (in school uniform) in accordance with clause B5.</p>

### **B: Registration and Payment for Transport Service**

<p>1. Parents can sign up for the transport service by applying online or visiting the counter within the school. Registrations should be completed by at least two weeks in advance.</p>
<p>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.</p>
<p>3. The transport fee is applicable and charged for the Academic Year.</p>
<p>4. Full payment for each term must be made irrespective of the number of school days in any given month or student bus usage. The fee is based on the school term as communicated by the school and or regulatory body.</p>
<p>5. 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 which are required to travel on the bus. All RFID cards need to 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.</p>
<p>6. For any unpaid fee amounts, TYBCo reserves the right to commence legal proceedings including but not limited to bus suspension.</p>
<p>7. Lost and replacement RFID cards will be charged at AED 20/- per card.</p>
<p>8. 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.</p>
<p>9. Following options are given to parents for payment of fees: <b>(i)</b> Cash / Credit Cards at the school counter. <b>(ii)</b> Cheque in favour of 'The Yellow Bus Company LLC' at the school counter.</p>
<p>10. 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. TYBRC will not accept responsibility for any returned cheque. It is the parent's responsibility to ensure that there is sufficient fund 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.</p>
<p>11. Only cash or credit card payments will be accepted in case of returned cheques and must be paid within two working days.</p>
<p>12. 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 B5.</p>

### **C: Transport Discontinuation and Refunds**

<p>1. Service discontinuation will only be accepted by TYBCo at the end of an Academic Term. Parents should provide at least two-weeks' notice to the Service Executive of TYBCo 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.</p>
<p>2. In the event of temporary discontinuation on medical grounds (student parents and or child), a letter must be submitted along with the medical reports and discontinuation form to TYBRC management consideration. The fee paid can be adjusted for the next term, subject to TYBCo management approval.</p>
<p>3. 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 periods do not qualify for fee waiver/refunds.</p>
<p>4. 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 TYBCo (for example, schools closure or lockdowns).</p>
<p>5. A 'service charge' of AED 100/- will be applied to any approved refunds.</p>
<p>6. Fee refunds will not be provided if students are suspended / deregistered through bus service due to behavioural issues or failing to observe bus service standards / regulatory protocols.</p>
<p>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</p>



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cash. In cases of payments from the parents employing company, refunds will only be made to the employing company.

8. All TYBCo issued RFID's must be returned for any discontinuations and refund approvals.

### D: Area Change

1. Parents must provide the Transport Area Change form available at the school or website at least two weeks in advance. The parent will be informed of the availability of seats and routes by the TYBCo Service 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 TYBCo Service Executive. We reserve the right to decline any provision of service.

3. The used RFID card should be returned to TYBRC, and a new card will be issued at a charge of AED 20/- for the area change.

**NOTE:** The registering Parent / Guardian remains responsible for ensuring that these Terms & Conditions are always complied with, by their registered bus user child / children.

I have read and understood the Terms and Conditions of The Yellow Bus Company and agree to the clauses stated therein.

Parent's Signature: ..... Date: .....

Date created:

Revision Date: