



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.
4. There is a STS Operations Executive / Customer Care Executive (OE / CCE) for the camp whose contact details are available on the camp 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 **KG1 and KG2** students, if any adult with the Guardian card is not available the student will be brought back to the camp/school. The STS Representative will contact the parent and inform them that the parent has to collect the student from the camp/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 camp/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 the camp/school and it would be the

responsibility of the parents to collect the students from the camp/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.
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 www.stss.ae regularly for all details and notifications.

B. Registration for Transport Service

1. All students who require the services of STS shall apply in a prescribed form available on the camp website or at the camp/school.
2. The application form available on the camp website or at the camp/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 camp/school. A bar coded ID card will be provided to the student.
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.



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- 4. Replacement bar coded bus Identity card will be charged at AED 25/- per card.

D Transport Discontinuation

- 1. Transport Facility once availed will not be withdrawn during the block. No refund in case of withdrawal will be made for the unexpired portion of the block, from transport facility.
- 2. Discontinuation of transport facility should be intimated in the specified form (available at the STS counter in camp/school at least 2 working days before the end of the previous block.

E Area Change

- 1. The parents should provide the Area Change form (available at the STS counter in the camp/school) to the Representative of STS in the camp/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)