



Dubai English Speaking School Bus Service Terms and Conditions 2017 - 2018

General

1. United Car Rentals are our bus service providers. DESS operates the buses in compliance with the guidelines of regulatory authorities.
2. All drivers of UCR are fully trained, holding RTA issued school bus driving licence and participate in our on-going customer care and drivers' training courses. They undergo a minimum of 30 hours of Safe Drivers' Training Course, in a year.
3. The buses are installed with GPS and CCTVs. Parents will be informed via a SMS text 5 minutes prior to the bus reaching the designated drop off location during the afternoon runs.
4. There is a female attendant on all DESS buses and are RTA certified.
5. All buses have designated pick up and drop off points.
6. 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, due to traffic pressures, 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.
7. No children will be left at the drop off point unless the designated adult is present to collect them. Adults designated to pick up children should carry photo ID in the event that verification of identity is required. In case an adult is not available at the drop off point, the children will be brought back to school and handed over to the School Administration. Parents should then collect the children from school.
8. Written request, signed by the parent/guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
9. Parents are required to inform the drivers / attendants and the DESS bus co-ordinator if a student is absent or not travelling on the bus on a particular day. If a student does not want to use the return trip due to activities the parent should give written communication / send an e-mail to the Bus Co-ordinator.

10. In case of change of residence, provision of transport service will be subject to the availability of seats on established routes.

11. Children with contagious diseases are not permitted to travel on the bus.

12. RTA regulations stipulate that food and drink on the bus other than water will not be permitted.

13. All DESS vehicles, drivers, attendants 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.

14. Parents or guardians shall compensate the company for any damages caused / sustained by the bus or other travellers as a result of inappropriate action by their child/children.

15. Subject to availability of seats students are allowed to request in advance, via e-mail Tsullivan@dessdubai.net to have 1 friend travel on the bus home with them.

Registration for Transport Service

1. All students who require the services of the DESS buses need to download and complete the application form available on the website www.dessdubai.com, the DESS communicator or at the school.
2. The application should be completed and submitted by the parent. All asterisk marked columns must be filled. The parent should make the necessary payment to DESS accounts in the 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 RFID card.** This is emphasised for the safety of the students. The cost of the card is AED 50/ and this will be included in your 1st terms fee.



Dubai English Speaking School Bus Service Terms and Conditions 2014 -2015

Payment of Fees

1. Transport fee is applicable and charged for ten months in an academic year (for the specified number of days the school operates in an academic year as per Ministry guidelines), divided in three terms. Full payment for each term should be done irrespective of the number of working days.
2. Following options are given to parents of DESS:
 - i) Payment directly into our bank account.
 - ii) Credit Card (Master / Visa) payment in the accounts office.
 - iii) Payment by cheque.
 - iv) Payment in Cash.
3. If the transport fee is not paid by the 10th of the first month service will not be available the next day.

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.

Invoices

1. Invoices will be put in your child/children's book bags at the time of payment.

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.
2. A full term's notice is required for cancellation of the Service.
3. Written discontinuation of the transport facility is needed two weeks before the end of the previous term.

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 bus co-ordinator.
3. 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.

Location Change

1. The parents should contact the Bus Co-ordinator regarding any changes to location. The parent will then be informed of the seat availability on the bus in the new location.

I understand the buses are monitored by Video Surveillance System. I agree to the Terms and Conditions of Dubai English Speaking School's Transport Services.

Name of Student _____

Student ID _____ Grade _____

Name of Parent _____

Signature of the Parent:

(Please retain a photocopy for your records)

Date: