

SCHOOL TRANSPORT TERMS AND CONDITIONS

ACADEMIC YEAR 2023-2024



The Arbor School partners with STS, Dubai's leading school transport service provider, to offer parents a safe, convenient, and cost-effective alternative for transporting students to and from school, adhering fully to all applicable KHDA and RTA safety regulations governing school transport.

Starting this 2023-24 academic year, we are also pleased to announce that the school's bus fleet will be expanded to service more areas, and to reduce travel times to all serviced areas.

Coverage zones for bus services, and fees by zone for one-way and two-way travel, are summarised below.

COVERAGE ZONES

Zone	Residential Areas Included in Zone
1	Al Furjan
2	Discovery Gardens, Garden View Villas, Gardenia, The Gardens, Jebel Ali Village, Wasl Gate
3	Dubai Investments Park (DIP) 1, Dubai Marina, Jumeirah Beach Residence (JBR), Jumeirah Islands, Jumeirah Lake Towers (JLT), Jumeirah Park
4	Bluewaters, Emirates Hills, Jumeirah Village Triangle (JVT), The Lakes, The Meadows, The Springs
5	Al Barsha, Al Sufouh, Barsha Heights, Dubai Harbour, Dubai Production City, Dubai Sports City, Dubai Studio City, EXPO Village, The Greens, Jumeirah Golf Estates, Jumeirah Village Circle (JVC), Motor City, Palm Jumeirah, Umm Suqeim, The Views
6	Al Barsha South, Arabian Ranches 1, Damac Hills, Mudon
7	Al Waha Villas, Arabian Ranches 2, Dubai Hills, Layan Community, Sustainable City
8	Mira, Town Square

FEES FOR ACADEMIC YEAR 2023-2024

Zone	Bus Service	Fees (AED)			
		Full Year	Term 1	Term 2	Term 3
1	One-Way	4,200	1,680	1,260	1,260
	Two-Way	6,000	2,400	1,800	1,800
2	One-Way	4,690	1,890	1,400	1,400
	Two-Way	6,700	2,700	2,000	2,000
3	One-Way	5,180	2,100	1,540	1,540
	Two-Way	7,400	3,000	2,200	2,200
4	One-Way	5,670	2,310	1,680	1,680
	Two-Way	8,100	3,300	2,400	2,400
5	One-Way	6,160	2,520	1,820	1,820
	Two-Way	8,800	3,600	2,600	2,600
6	One-Way	6,650	2,730	1,960	1,960
	Two-Way	9,500	3,900	2,800	2,800
7	One-Way	7,140	2,940	2,100	2,100
	Two-Way	10,200	4,200	3,000	3,000
8	One-Way	7,630	3,150	2,240	2,240
	Two-Way	10,900	4,500	3,200	3,200

For all other areas, please contact the school's Transportation Team for availability and pricing.

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REGISTRATION, CONFIRMATION AND PAYMENT

Parents wishing to avail of bus services must register their children using the online form accessible via [this link](#). If this form is submitted prior to the 7th of August, you will receive confirmation of your child's bus details and pick-up / drop-off timings by the 14th of August. A payment link for 50% of your child's Term 1 fees will then be sent to you and will need to be paid before the 21st of August in order to secure your child's seat from the start of school on the 28th of August. A payment link for the remaining 50% of your child's Term 1 fees will be sent to you during the first month of Term 1.

If this form is submitted after the 7th of August, you will receive confirmation of your child's bus details and pick-up / drop-off timings within 5 working days. A payment link for 50% of your child's Term 1 fees will then be sent to you and will need to be paid prior to your child's service commencing. A payment link for the remaining 50% of your child's Term 1 fees will be sent to you during the first month after their service commences.

The school will calculate transportation fees for each child as per the above schedule, considering the child's residential area (i.e. "zone"), service type (i.e. one-way or two-way), and commencement date. For students registered mid-term, the above fees will be applied pro-rata.

An individual proforma invoice can be issued to those parents who will require reimbursement from their employer.

The school reserves the right to decline the provision of transportation services for any reason, including (but not limited to) a lack of available seats on a particular bus, a lack of sufficient demand for a particular route, or excessively long travel times on a particular route.

SERVICE DISCONTINUATION AND REFUNDS

No refunds will be applied for days during which a student is absent from school unless a request is made to formally withdraw the student from the bus service for the remainder of the term.

If any student is withdrawn from the bus service, refunds will be applied pro-rata.

If service is to be discontinued for the next term, requests must be submitted in writing to the school's Transportation Team at least two weeks prior to the end of the current term.

AREA CHANGE

If a student moves location, the parent should notify the school's Transportation Team of the new location and a new pick-up / drop-off point will be advised subject to availability of service. Area change requests, once received, will take up to 5 working days to process. Any adjustment in fees required will be notified to the parent and such adjustment will become payable immediately.

SAFETY AND BEHAVIOUR

Parents are requested to support the school in ensuring that children on the bus act safely and behave appropriately on their journey to / from school. This includes:

- Sitting in the designated seats assigned to them;
- Wearing their seatbelts at all times whilst on the bus;
- Refraining from eating or drinking on the bus (other than water);

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- Following any instructions given to them by the Bus Guardian on duty; and
- Being respectful to the Bus Driver, Bus Guardian and other passengers on the bus.

Low-level safety and behaviour-related incidents will be logged and reported by the Bus Guardian to parents. High-level and repeated low-level safety and behaviour-related incidents will be reported to the relevant member of the school's Senior Leadership Team for follow-up and action, including the possible suspension of the bus services to involved children.

Parents are responsible for compensating the school and / or its transportation partner for any damages caused to the bus or other passengers as a result of inappropriate behaviour or actions by children.

CAR SEATS

Car seats are required on the bus for students under 3 years of age, and will be supplied by the school. Parents who would like students 3 years of age or older to use a car seat will be required to supply their own. Car seats on loan from parents will be returned upon discontinuation of the bus service, or during academic breaks (upon request).

PICK-UP AND DROP-OFF

It is the responsibility of parents to ensure that their children are at the notified pick-up / drop-off points at the designated time. Buses will not leave from these points ahead of schedule. However, buses will not be able to wait at pick-up / drop-off points beyond 3 minutes after the scheduled time. Inclement weather and traffic delays may cause delays to scheduled times. If a delay exceeds 10 minutes, parents will be notified.

Scheduled pick-up and drop-off times may change on account of students being added to, or removed from, set routes. Any such changes will be informed to parents by the school's Transportation Team.

At pick-up and drop-off, only authorised persons are permitted to enter the bus. Parents 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 and school Staff are permitted on the bus.

Only parents (and caretakers authorised by parents) in possession of a Guardian card issued by the school may receive students in year groups ranging from Foundation Stage 1 through Year 6 at drop-off points. If an authorised person as indicated on the Guardian card is not available to receive students these year groups, they will be returned to school.

Unless otherwise informed in writing by parents, students in Year 7 through Year 10 will not require an authorised person to be present at drop-off points in order for them to be let off the bus.

COMMUNICATION

If parents have any query relating to bus services in general, including fees, they should direct all such matters to the school's Transportation Team on transportation@thearborschool.ae. Day-to-day issues pertaining to the pick-up / drop-off of children may be addressed directly to the Bus Guardian assigned to your child's bus.

Parents are required to inform the school if a student is absent on any particular day. If a student does not want to use the return trip on any particular day, the parent should send an email to the school's Transportation Team on transportation@thearborschool.ae, copying the school's Parent Relations Team on reception@thearborschool.ae.