

SCHOOL TRANSPORT TERMS AND CONDITIONS

ACADEMIC YEAR 2024-2025



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.

COVERAGE ZONES

Zone	Residential Areas Covered	Residential Areas Covered <u>SUBJECT TO DEMAND</u>
1	Al Furjan	
2	Discovery Gardens, Garden View Villas, Gardenia, The Gardens, Jebel Ali Village, Wasl Gate	
3	Dubai Marina, Jumeirah Beach Residence (JBR), Jumeirah Islands, Jumeirah Lake Towers (JLT), Jumeirah Park	Dubai Investments Park (DIP) 1
4	Emirates Hills, Jumeirah Village Triangle (JVT), The Lakes, The Meadows, The Springs	Bluewaters
5	Palm Jumeirah	Al Sufouh, Arjan, Al Barsha, 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, Tilal Al Ghaf, The Views
6		Arabian Ranches 1, Al Barsha South, Damac Hills, Mudon, Umm Suqeim
7		Arabian Ranches 2, Dubai Hills, Layan Community, Sustainable City, Al Waha Villas
8		Emaar South, Mira, Town Square

FEES FOR ACADEMIC YEAR 2024-2025

Zone	Bus Service	Fees (AED)			
		Full Year	Term 1	Term 2	Term 3
1	One-Way	5,250	2,100	1,575	1,575
	Two-Way	7,000	2,800	2,100	2,100
2	One-Way	5,625	2,250	1,688	1,688
	Two-Way	7,500	3,000	2,250	2,250
3	One-Way	6,000	2,400	1,800	1,800
	Two-Way	8,000	3,200	2,400	2,400
4	One-Way	6,375	2,550	1,913	1,913
	Two-Way	8,500	3,400	2,550	2,550
5	One-Way	6,750	2,700	2,025	2,025
	Two-Way	9,000	3,600	2,700	2,700
6	One-Way	7,125	2,850	2,138	2,138
	Two-Way	9,500	3,800	2,850	2,850
7	One-Way	7,500	3,000	2,250	2,250
	Two-Way	10,000	4,000	3,000	3,000
8	One-Way	7,875	3,150	2,363	2,363
	Two-Way	10,500	4,200	3,150	3,150

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

SCHOOL TRANSPORT *TERMS AND CONDITIONS*

ACADEMIC YEAR 2024-2025



REGISTRATION, CONFIRMATION AND PAYMENT

Parents wishing to avail of bus services must register their children using the online form accessible via [this link](#). A separate form will need to be filled out for each child. Once submitted, parents will receive confirmation from the school's Transportation Team within 5 days as to whether or not service can be provided, along with relevant information regarding fees, pick-up / drop-off timings, and contact points.

If service is confirmed, a payment link for relevant transportation fees for the current term will be sent and will need to be paid within 5 days in order to ensure continuity of service.

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 and times 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);
- 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

SCHOOL TRANSPORT *TERMS AND CONDITIONS*

ACADEMIC YEAR 2024-2025



relevant member of the school's 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 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 4 at drop-off points. If an authorised person as indicated on the Guardian card is not available to receive students in these year groups, they will be returned to school and will need to be collected by parents.

Unless otherwise informed in writing by parents, students in Year 5 through Sixth Form will not require an authorised person to be present at drop-off points in order for them to be let off the bus.

MEDICAL CONDITIONS

As part of the registration process, parents must make the school aware of any medical conditions that their children have, particularly those conditions requiring an individual health care plan ("IHCP") for which a child may occasionally require emergency treatment or the routine administration of prescribed medication, including, but not limited to, severe asthma requiring the regular or occasional use of an inhaler; anaphylaxis requiring access to a prescribed epinephrine auto-injector (i.e. EpiPen); and diabetes requiring regular monitoring of blood sugar levels and access to glucose / sugar.

STAYING AT HOME IF UNWELL

Limiting the transmission of communicable illnesses begins at home. Parents are therefore strongly encouraged to monitor their children's health closely, and to remain alert for any symptoms that may indicate an infection with a communicable illness. If any of symptoms of a communicable illness are detected before departing for school, students should stay home.

SCHOOL TRANSPORT *TERMS AND CONDITIONS*

ACADEMIC YEAR 2024-2025



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.