



TRANSPORT FORM 2023 - 2024

STUDENT DETAILS

PLEASE COMPLETE IN BLOCK LETTERS

STUDENT NAME

SCHOOL / CAMPUS

STUDENT ID

TO BE PROVIDED / FILLED BY SCHOOL

DATE

GRADE & DIVISION

NEW TRANSPORT

PICKUP POINT

DROP OFF POINT

DATE OF ENTRY

EMIRATE

COORDINATES

COMPLETE ADDRESS

ROUTE CHANGE OR RESIDENCE CHANGE

EXISTING BUS ROUTE NO.

EXISTING STOP & AREA

CHANGE EFFECTIVE

EMIRATE

COORDINATES

FULL ADDRESS

TRANSPORT CANCELLATION

EXISTING BUS ROUTE NO.

EXISTING STOP & AREA

CANCELLATION EFFECTIVE

REASON

Note: Request for discontinuation of transport service must be submitted at least ONE MONTH in advance to the transport department

Parent Contact & Confirmation

NAME & RELATION

EMAIL ID

MOBILE

Select the preferred EMERGENCY contact above

I have read the rules and regulations of the school bus services and confirm my acceptance

SIGNATURE OF PARENT / GUARDIAN

For Transport Department use only:

Type of Transport: (Please Select)

NEW TRANSPORT

ROUTE CHANGE

CANCELLATION

New Route

Route Name

With Effect from

Document Ref. no. _____ Recorded _____ dt _____ Approved Fee _____

AUTHORISED
SIGNATURE

Information Slip for Driver

Permit

of grade

with Admission No.

(is permitted / will discontinue) to utilize the bus route no. _____ effective _____ to destination _____

Note: This pass must be shown to bus driver upon entering bus.

AUTHORISED SEAL

TERMS AND CONDITIONS

This Agreement (as defined below) is a legal agreement between Network International LLC ("Network", "us", or "we" or "our") and the entity mentioned on the first page of Application form ("Merchant", "you", "your", or "user") to receive Services that may be offered by us and/or our Affiliates to you or your Affiliates.

1. Aim

1.1 To inform stakeholders about the bus transportation service offered by RAK Academy and expectations around its usage.

2. General

2.1 RAK Academy offers students the option of being transported to and/or from school during term time for an additional fee through Roadex Transport (RT)

2.2 All RT buses comply with the RAKTA specifications and travel at maximum speed of 80KM/ Hr. All are equipped with safety tools and a first aids kit, Video surveillance system and have full insurance

2.3 Both, bus drivers and bus assistants have attended safety and first aid training courses

2.4 RT provides a door-to-door service for all students using the service

3. Guidelines

3.1 Seats are booked on a first come, first served basis via the transport department with behavior history taken into consideration. Students who have no history of behavior bans will be given preference over those who have

3.2 Travel times may vary depending on the number of students, route and traffic delays

3.4 The bus service will be provided for selected routes only. It is not possible to add additional buses or operate new routes in the middle of the academic year, unless there is sufficient demand

3.5 RT does not offer transport for students under the age of 4. If there is availability on the bus once a child has turned four years old, an application can then be made

3.6 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, 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. Any undue delay shall be informed to the parent by RT

3.7 Once a student has boarded a bus, they can only alight at the designated point or in case of an emergency

3.8 The service provided is for students only. Parents and/or guardians are not allowed to board the bus at any time

3.9 Children with contagious diseases are not permitted to travel in the bus. A clearance certificate should be handed to RAKA's nurse on the day the child returns to school. For the health and safety of students, parents must keep the transport department up to date with their contact details

3.10 For safety reasons, eating and drinking on the bus other than water will not be permitted

3.11 If there is an issue regarding the service provided, parents are asked to contact the transport department directly. Bus staff are running to a time schedule and do not have time to discuss transportation issues

3.12 Students of Grade 4 age and younger must be collected by a parent or guardian at the drop-off point in the afternoon. If there is no parent or guardian present, the student will remain on the bus and be returned to the school. It will then be the responsibility of parents to collect their pupil from the school

3.13 Parents who wish to collect their child from school instead of the child taking the bus must notify the transportation department/respective teacher/school reception no later than 12:00 noon on that day

Buses are only able to stop at the designated drop-off points

RT cannot accept responsibility for the loss or damage of any personal belongings that occur when using school transport

4. Registration

4.1 All students who require the services of RT shall apply in a prescribed form available from RAKA

4.2 The application form should be completed and submitted by the parent. All asterisk marked columns must be filled

Every transport user should have a Bus Identity Card in order to take the Electronic Attendance. A one-time charge of AED 52.50 shall be charged per student each academic year for issuance of students' card. No student will be permitted to board the bus without an ID card

4.3 Replacement Bus Identity card will be charged at AED 105/- per card

5. Fees & Payments

5.1 The fees for the bus service are payable in 3 installments. 1st payment is due before 1st August (four months of bus service), 2nd payment is due before 1st December (3 months of bus service). 3rd payment is due before 1st March (3 months of bus service)

5.2 For new students joining in between the terms, the rates will be charged on a monthly basis depending on the distance of the student location from the school according to the price table. Fee will not be prorated for any month

5.3 The parent(s) will pay the fees for the transportation service directly to RT in advance for each payment term as per the fixed rates through cash / cheque / bank transfer / POS / Skippy App

5.4 Termly payment must be paid in full, irrespective of the number of school days the student intends to use the service and irrespective of any holiday during this time

5.5 If the fees are not paid in advance at the start of the payment period, the child will not be permitted to use the service until they have been paid in full

5.6 There will be no discount if any student uses the service only for a few days of the month

5.7 In case a child has paid for the transportation service, and he/she for after school activity, the parent(s) will have to make arrangements to pick up the student

5.8 Fees can be paid by Cash/Cheques/Bank transfer/Credit card

5.9 The Fee Schedule shall be as follows:

| Distance Traveled (KMS) | Yearly Fee (AED) | Term I Sep - Dec | Term II Jan - Mar | Term III Apr - Jun |
|-------------------------|------------------|------------------|-------------------|--------------------|
| 0-5 | 3,750 | 1,500 (1,140)* | 1,125 (855)* | 1,125 (855)* |
| 6-15 | 4,750 | 1,900 (1,425)* | 1,425 (1,065)* | 1,425 (1,065)* |
| 16-25 | 5,750 | 2,300 (1,700)* | 1,725 (1,275)* | 1,725 (1,275)* |
| 26-35 | 6,750 | 2,700 (1,980)* | 2,025 (1,485)* | 2,025 (1,485)* |

*One Way Transport Fee

5.10 AED 105/- will be charged in case of dishonor of cheque, and only cash / Card payments will be accepted in case of dishonor of cheques

6. Cancellations & Refunds

6.1 One Months' prior notice must be given before the end of a school term to discontinue using the bus service and should be made in writing to the school's transport department (Discontinuation Form is available at the Transport Department). In the absence of the Discontinuation Form, RT will continue to reserve a seat on the bus for your child and invoice you accordingly

6.2 Service discontinuation will only be accepted by RT at the end of an academic term. Parents should provide at least two-weeks' notice to the representative of RT 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.

6.3 No temporary discontinuation is permissible, even for the months of December and Ramadan

6.4 A re-requesting of the bus service after discontinuing will be considered as a new request and seats will be subject to availability.

6.5 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.

6.6 In case of temporary discontinuing on medical grounds, the fee paid can be adjusted for the next term, if approved by the relevant authority

6.7 A 'service charge' of AED 105/- will be applied to any approved refunds.

6.8 Fee refunds will not be applicable if students are suspended/deregistered through bus service behavioral issues or fail to observe bus service standards/regulatory protocols.

6.9 Any refund shall be made within 45 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) and not in cash. In cases of payments from company, refunds will only be made to the company.

7. Change of residence /route

In case of a changing of residence/route, the transportation department must be informed two weeks in advance and the service change will be subject to the availability of seats, and the bus route requested/ increase in price would be applicable with immediate effect, and there is no refund for decreased in price for the relevant term

8. Essential Agreement regarding Student Behaviour

Students are expected to adhere to the following behavior agreements:

- I will wear my seatbelt at all times, and only unfasten when the bus has stopped.
- I will remain in my seat at all times and face forward
- I will help to keep the noise at an acceptable level so as not to distract the driver
- I will keep the windows closed
- I will only drink water on the bus
- I will immediately follow any instructions given by the BA or Driver
- I will not cause damage to the bus
- I will only use my phone/device to call, message, listen to music or play video games

9. Consequences of Breaking the Essential Agreement

9.1 Students who break the essential agreement will be given a verbal warning by the bus assistant (BA). If they continue to break the essential agreement, a 'Bus behavior incident Form' will be generated.

| Instance 1 | Instance 2 | Instance 3 | Instance 4 |
|---|--|---|--|
| Verbal warning given by BA and incident report generated. Class teacher discusses behavior with student and notifies parent via Dojo, including copy of incident report. | Verbal warning given by BA and incident report generated. Grade leader/ITL discusses behavior with student. Class teacher notifies parent via Dojo, including copy of incident report. | Verbal warning given by BA and incident report generated. Deputy Head for Student Development discusses behavior with student and notifies parent of potential ban in writing. | Verbal warning given by BA and incident report generated. One-week ban implemented. Meeting with parents and Deputy or Assistant Head for Student Development. |

9.2 Students who receive a one-week ban will have their behavior monitored more closely than before and any repeated breaking of the essential agreement will see them be given a Bus Behavior Incident Form at Instance 3 level

9.3 Serious breaches of the essential agreement may result in an instant one-week ban. These will be decided on a case-by-case basis

9.4 Parents or guardians shall compensate RT for any damages caused / sustained on the bus or to fellow students as a result of inappropriate behavior/actions by their child

9.5 Please be aware that being banned from the bus could affect your re-application chances the following year.