

BRIGHT BUS TRANSPORT

Terms and Conditions

A General

1. Bright Bus Transport (BBT) operates the buses in compliance with the guidelines of regulatory authorities. The operation of BBT in the emirate of Dubai is supported by School Transport Services LLC (STS).
2. All drivers of BBT & STS are fully trained, holding RTA issued school bus driving licence (only in Dubai) and participate in our ongoing customer care and drivers' training courses. They undergo a minimum of 30 hours of Safe Drivers' Training Course, in a year.
3. While travelling in the bus the students should have the Bus ID Card.
4. All buses have designated pick up and drop off points.
5. 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.
6. Children up to Grade 2 will not 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. We would recommend that children up to Grade 4 are collected by the parents from the drop off points; otherwise a written consent from the parent authorising to drop off the child should be submitted.
7. Written request, signed by the parent/guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
8. In case of change of residence, provision of transport service will be subject to the availability of seats on established routes. Fees as applicable to the new pick up area as per the fee structure will apply.
9. For safety reasons, eating and drinking on the bus other than water will not be permitted.
10. BBT / STS reserve the right to decline provision of service. Allocation of bus facility will be based on the availability of seat in the bus plying in the area.
11. All BBT / 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.
12. 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.
13. Bright Bus Transport / School Transport Services LLC may use e-mail id / mobile number of the parents for conveying messages / sending newsletter / circulars.

B. Registration for Transport Service

1. All students who require the services of Bright Bus Transport (BBT) shall apply in a prescribed form available on the website or at the school.
2. **Online Registration** (under process) - The application form available on the website www.brightbustransport.com should be completed and submitted online by the parent. All asterisk marked columns must be filled up.
The parent will get an acknowledgement. A Transport Request Receipt (TTR) with area and fees generated by the system will be e-mailed to the parent. Once the parent receives the e-mail necessary online payment can be done. After payment of transport fees, the Administrative Officer in school / representative of STS / BBT will provide bus card to the student.
3. **Registration at School Counter** - The application form available on the website www.brightbustransport.com or at the school counter should be completed and submitted by the parent. All asterisk marked columns must be filled up. The Administrative Officer in school / representative of STS or BBT will provide a Transport Request Receipt with area and fees generated by the system to the parent. The Parent should then make the necessary payment at the fee counter / BBT or STS counter in the school. A bus card will then be provided to the student.
4. Every transport user should have Bus Identity Card. **No student will be permitted to board the bus without an ID card.** This is emphasised for the safety of the students.

C Payment of Fees

1. Based on the signed up application form / online registration student will make payment of fees based on the fee structure applicable in the particular school.
2. 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 and bus card should be obtained.
3. **All payments will be for a term.** In case of following schools monthly payment can be done only if **Mandate Forms** are signed and authorised :
 - Our Own English High School, Dubai
 - Our Own High School, Al Warqa'a
 - The Kindergarten Starters
 - Our Own Indian School
 - The Westminster School
 - The Winchester School
 - Our Own English High School – Sharjah (Main)
 - Our Own English High School – Sharjah (Boys Branch)
 - Our Own English High School – Fujairah
 - Our Own English High School – Abu Dhabi
 - Our Own English High School – Al Ain

4. In case of new admissions during the term, after 15th of the beginning of the term, fee will be charged on prorata from the date of start of service.
5. Following options are given to parents for payment of fees –
 - i. Cheques in favour of Bright Bus Transport.
 - ii. Cash / Credit Card at school / STS / BBT counters in schools
 - iii. Online payment (under process)
 - iv. Through Mandate Forms (under process)

D Direct Payment by Companies

In case of direct payment of transport fee to BBT by the parent's Companies it should be informed at the time of registration. The Companies should be advised to make the payment latest by 10th of the first month of the term failing which the service will be declined.

E 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.

F Invoices

1. Invoices can be collected from the school / BBT / STS counters at the time of payment.
2. The individual Proforma invoice shall be issued to those parents who will be getting re-imburement from their employee.

G Transport Discontinuation

1. Transport Facility once availed will not be withdrawn during the term. No refund will be made for the unexpired portion of the term, in case of withdrawal from transport facility. In case of discontinuation due to transfer from school at least two week notice should be given to the Administrator / Representative of STS or BBT in the specified form. In case of transfer a copy of the transfer certificate should be handed over to the Administrator / representative of STS or BBT. In this case fee will be charged till the month (inclusive of the month) the student uses the service.
2. Discontinuation of transport facility for the ensuing term should be intimated in the specified form (available with school administration / at the website) at least two weeks before the end of the previous term.
3. The fee shall be paid till the month the student leaves the school (inclusive of the month). If the payment is done for the full year or term refund will be done for the succeeding months.
4. In case of temporary discontinuation due to long leave for more than a month on medical grounds etc, a letter should be submitted from the Principal along with the discontinuation form, for the approval of competent authority. No temporary discontinuation is permissible for the months of June and December.

H 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 competent authority.
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.
4. Any adjustment for fee waiver / change of area shall be done by the third working day of the subsequent month.

J Area Change

1. The parents should provide the Area Change form (available in the school / website) to the Administrative Officer / BBT or STS counter in the school. The parent will be informed of the availability of seat in the bus plying in the new area.

Parents are requested to abide by the Terms and Conditions to ensure safe and comfortable journey for their wards.