Dear Parents,

Thanks for choosing and using our AIS Dubai bus service.

The following steps are the final part of the process for us to accept your child to our service.

To receive bus transportation through AIS Dubai, it's important our families understand the conditions under which your child will travel using AIS Dubai Transportation.

Our goal is to provide a route with the best interest of all students, i.e., timings, routes & convenience that are as practical for as many travellers as possible.

TERMS & CONDITIONS

Please read AIS Dubai Bus Travel Terms and Conditions

- Bus routes are subject to change whilst our school is still growing. We provide service at a loss to AIS Dubai for your convenience, so it's absolutely important as new families join us they are also provided an opportunity to have bus transport.
- The route is finalised by our Bus Company Supervisor and generally cannot be changed or altered based on a request from parents. (Please remember we have many families to try and keep happy).
- Routes will be more stable once we have a minimum number of 14 children opting for each bus route.
- We understand it's important for our families to have family routines, however whilst we are still providing transport at a loss, we ask you to be considerate of our need to make changes throughout the year.
- To better support parents, the school will offer one-way bus service in addition to the standard two-way service:

  Please note the following conditions for one-way service:

➔ The morning pick-up or afterschool drop-off must be scheduled on a fixed day each week.
➔ Alternating days for the same student are not permitted.
➔ This ensures consistent scheduling, proper planning, and the safety of all students using the bus service.

- In line with UAE Labour Law **(Decree-Law No. 31 of 2021 (UAE Penal Code),** Articles 275–287 (Bribery & Undue Benefits) and the School Transport Parent Contract, parents are kindly reminded that offering gifts or bonuses to bus attendants or drivers is not permitted. Please note that any such cases may result in **suspension from the bus service.**

EXPECTATIONS

- No parents are permitted to board the bus. (Except for students of determintion) No parents are permitted to speak with any students on bus services, other than their own.
- If there is no one to collect your child at the designated time to ensure we do not inconvenience any other family, your child will not be left unattended but instead will continue on the drop off for all other children and be taken to school at the end of the run.
- Students must arrive at their bus stop **five** (5) minutes before the bus is scheduled to arrive. If there are delays, Bus Carers will call parents and inform them of the new arrival time. (Please note sometimes delays are unavoidable due to traffic in Dubai).
- Our Bus driver cannot wait for a late child, it's important each bus arrives at school on time for classes and routes are scheduled based on arrival, pickup and travel time between homes. The Bus Carer will notify parents 5 mins prior to the arrival at the designated stop area for pick up or drop off. Due to this the bus will wait for **1** minute at the designated bus stop, before departing to the next stop to ensure no delay to others.
- Bus assistants can't leave the bus except in emergencies. A parent or appointed guardian (in writing) must collect the child from the school bus stop at their designated time and escort the student from the bus to their home.
- If there is no parent or appointed guardian at the designated bus stop the bus carer will return your child back to school after the route has been completed. It is the parents responsibility to then collect your child from the school premises or if possible, the parent or appointed guardian may collect the child from another bus point after communicating with the bus carer. Under no circumstances will the driver/ bus carer be held accountable.
- As you would understand, in the normal running of the school transportation in Dubai, delays do happen. At these times we know parents get anxious, however we ask you kindly treat our bus personnel with **RESPECT** at all times
- Should your child require an age appropriate booster seat, it must be provided by the parent.

BUS BEHAVIOUR

As a parent /guardian, please acknowledge and note the following:

- Students must comply with the School Bus Safety Rules and School Bus Protocol while being transported to and from school.
- AIS Transportation maintains a zero-tolerance policy towards inappropriate language, physical aggression, bullying, or any behaviour that compromises the safety and wellbeing of others.
- Any such behaviour may result in the immediate termination of the student's bus registration, in accordance with the School Bus Agreement.
- Neither the Bus Company nor the school will be responsible for the loss of any items left on the bus. All items are the responsibility of your child.
- The school Principal has the authority to deny any student the school transport service should their behaviour be inappropriate or violate The Guiding Manual of School Transport set by RTA.
- If bus privileges are suspended, the parent must arrange the child's own transportation to and from school.
- Personal belongings are the student's responsibility. Anything that has been shared with others is the responsibility of the student. This includes damage to their belongings.
- If a belonging is left on the school bus it will be returned to the school and can be collected the following day. The School Bus will not be returning the item to the drop off location or residence.

BUS WITHDRAWAL

There are specific conditions around withdrawing your child from our bus services:

- Your request to withdraw must be in writing to our bus school bus supervisor, Ms. Najwa
- We require **30-days written notice** for cessation of service to suspend payment for the service.
- You will be charged for 30 days from your withdrawal notice date.

  (Eg. if you submit the withdrawal request on 15 October, you will be charged until 14 November).

PAYMENTS TERMS

- In order to reserve a seat for your child, we require a 10% deposit
- If failure to pay deposit the seat will then be subject to availability.

- Transportation fees are payable **in full** for each instalment (termly), irrespective of any school or other holidays.
- Transportation service fees cheques will be presented to our bank in three (03) instalments:

	Amount	**Payment Due**	
1st Cheque	40%	19.08.2026	Term 1 - Sept, Oct, Nov, Dec
2nd Cheque	30%	09.12.2027	Term 2 - Jan, Feb, Mar
3rd Cheque	30%	17.03.2027	Term 3 - Apr, May, Jun

FAILURE TO PAY

- Children will not be booked for the bus transport without payment upfront
- If, for any reason, a cheque is returned by the bank, the School will call parents to discuss.

CHANGE OF ADDRESS

In case of a change of residence, provision of transport service will be subject to the availability of seats on our established routes. The request needs to be put in writing at least 2 weeks before the anticipated date of change. We CANNOT guarantee continued provision in the circumstance of a student's residence changing. Please talk to Ms Najwa as soon as you know you are moving to give as much time as possible to support your move.

AGREEMENT

This transportation agreement will not be processed unless it is signed and submitted along with the transportation payment cheques.