

# Tri Logistics W.L.L.

P.O. Box 2466

Doha, Qatar

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## **Transportation Outline 2008/2009** YOUR GUIDE TO RULES, REGULATIONS, TERMS AND CONDITIONS.

### **OVERVIEW**

Tri-Logistics W.L.L. is happy to provide all students with the required transportation services. Our main concern is the SAFETY of students. Therefore, we have established some rules and regulations that, with your cooperation, will ensure the safety of your child is not jeopardized (please see Bus Behaviour Guidelines).

In the transportation business, punctuality is one of the main requirement and the biggest challenge, especially when driving around a city during rush hours with considerably heavy traffic. Thus, we kindly ask all parents to have students ready for pick-up on time in order to avoid delays or disappointments should the bus have to leave the child behind.

### **SERVICES:**

- Comfortable, well-maintained 30 seat capacity buses that are air-conditioned and equipped with high quality seatbelts and emergency kits.
- Certified drivers that come with previous solid experience in the same field.
- Bus monitors that are equipped with communication devices have good English communication skills and are well-mannered individuals.
- Both Drivers and Monitors undergo health checks on a regular basis.
- A uniform with a company logo allows you to easily identify our Drivers.
- The transportation office is located in the school.

### **BUS BEHAVIOUR GUIDELINES**

The behavioural expectations and rules that apply on the premises of the school apply on the school bus. However, because of a strong concern for safety, a special code of conduct for bus passengers has been established for students.

### ***STUDENTS ARE NOT ALLOWED TO:***

- Change seats, stand or move around on the bus.
- Shout, yell, speak in loud voices or use profane or vulgar language.
- Open the window.
- Should the air conditioning fail and it becomes necessary to open the windows, students are to keep all body parts inside bus.
- Exit from or enter via any means but the bus door.
- Fight, tease or scuffle with others.
- Behave in any way that is distractive to the driver.
- Shout at pedestrians or passengers in other vehicles.
- Mark or vandalize the bus on the inside and/or outside.
- Play loud music.
- Eat or drink on the bus, only drinking water is permitted.
- Leave trash on the bus
- Treat or address fellow students, the bus monitor or the bus driver disrespectfully or discourteously.
- Request the bus driver to stop at any undesignated bus stop.

Bus monitors have the authority to stop misbehaviour and to report violations of the above-mentioned rules to the student's principal and parents. Students who misbehave on the bus are subject to referral and/or discipline. Serious incidents and/or repeated misbehaviour will result in suspension or termination of the privilege of bus transportation.

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## **DISCIPLINE:**

- Children who receive two warnings will be deprived from riding on the bus for 3 days.
- Children who receive three warnings will not be provided with transportation for the remainder of the school Term or 10 weeks, whichever is greater.
- In the above situation, parents will be fully responsible for the transportation of their children, to & from school.
- Serious infractions between children where any type of verbal or physical abuse, bullying and/or false accusations made against one another will be brought to parents and school attention. Should our office and parents efforts fail to resolve and/or end such behaviour, a termination of one, both or all involved children may be the last resolution. In such case, re-applying for the bus service for the following year will be on a Probation Contract.

Please instruct your children to adhere by the following rule when boarding the bus in the morning and/or in the afternoon for drop off.

## **BOARDING THE BUSES:**

*ALL YEAR 6 STUDENTS ARE KINDLY ASKED TO OCCUPY THE BACK SEATS ON THE BUS. PLEASE START FROM THE VERY LAST SEAT AND WORK FORWARD. FOUNDATION STAGE STUDENTS WILL START BY OCCUPYING THE FRONT SEATS AND WORK TOWARDS THE BACK.*

## **DISEMBARKING THE BUSES:**

**ALL FOUNDATION STAGE AND KEY STAGE 1 STUDENTS WILL DISEMBARK THE BUS FIRST.**

Morning Pick-Up from home:

- Child must be ready on time and outside at the designated area for pick-up.
- Children between Foundation Stage and Year 2 must be accompanied by an adult who waits until the bus arrives and picks up the child from the bus stop at drop-off.
- Drivers have been instructed to wait **NO LONGER THAN TWO MINUTES** at any stop during the morning pick-up from a house and leave on time from assigned stops.
- Should the child be late, the bus will move to the next stop.
- If a child misses the bus, the parents must provide transportation to school.
- Once at school, all students disembark at the gate.

After School Drop-Off:

- Drivers have been instructed to **NOT** drop off any young child unless there is an adult present to meet the child. Should the bus arrive at the stop and no adult is present to meet the bus on arrival, the child will be kept on the bus and brought back to school where parents will be contacted to provide transportation home. **This rule is strictly enforced.**
- Teacher/teacher assistant escorts foundation Stage and Key Stage 1 Students to the bus parking lot. In addition, they are to be picked up from the bus on arrival to the house by an adult.
- Buses depart promptly 7 minutes after school dismissal. Parents of these students who miss the bus will be contacted by phone and requested to transport their children home.
- If the school is dismissed earlier than the usual hours (please see school calendar for specific dates); buses will depart 7 minutes after dismissal time.
- Compounds with big number of students will be assigned a bus stop within a short walking distance from their homes, where it will be their spot for pick-up and drop-off.
- As we guarantee a seat for all registered students, and the drivers are obliged to follow the designated route, requests to have a child ride home on a different bus is prohibited. That includes a ride that does not divert the bus route due to seating availability and attendance accuracy. **Only students registered on a specific bus are allowed to ride home on it.**

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- If you are planning a vacation or know of a planned absence from school, i.e. illness, please notify the bus company in writing so that the bus driver can be notified.
  - In case of any change of your address/home location, please contact us regarding the availability of a seat for your child on the designated bus of your new location (new location map will be required). We must assure you that we will do our best to accommodate such requests; however, we cannot guarantee a spot on the new location route as it will depend on the availability of seats.
  - New applications to ride the bus will be processed as soon as we possibly can, it will depend on the seating availability of the bus. Applications will be accepted on standby basis and parents will be informed by phone should a seat become available for the child/ren to ride on the bus within no less than one week. Should there be no available seating on the requested route, your application will be kept on file should an expansion of the route become necessary in the future. In either case, you will be contacted and updated on the status of your application.
  - It is strictly prohibited for non-registered students to be riding on any bus.
  - It is strictly prohibited for anyone other than registered students and monitors to ride on any bus at any time or under any circumstances except with a written permission from the Operations Manager of Tri-Logistics and the full knowledge of the administration of the School.
  - Please make sure you communicate to the office any changes to your child's bus schedule, pick-up or drop-off in order to avoid holding up the bus and the other children.

## General Rules:

- Other than names assigned on a route sheet of a bus, **No one is permitted to board or ride the bus;** this includes parents, friends, relatives and school employees without written permission from the management of Tri Logistics W.L.L.
- Any instructions, comments and/or requisitions to any bus occupants are prohibited. Observations, recommendations and/or complaints must be brought directly to the attention of the Operations Manager or sent, in writing to, [mona.morsi@trilogistics.net](mailto:mona.morsi@trilogistics.net)
- Direct contact with bus monitor and bus driver is restricted to the management of the Tri Logistics W.L.L.
- For the safety of your child(ren), parents are to refrain from stopping the bus at any time or point any where other than its usual assigned stop to place their children on/off the bus. Please remember that bus monitor & driver will be allowed to neither stop nor deliver the child to you, as they are not expected to recognize all parents.
- Route sheets contain confidential information; therefore, it is strictly prohibited to disclose those informative sheets to any parent at any point or time.
- Should a child have a medical condition that requires the child to carry his/her own medicine and be expected to require special attention, the condition must be noted on the "Application Form". Consequently, the parent must attend a meeting with the Tri Logistics personnel in order to provide detailed information on the condition, symptoms and actions to be taken should it occur during the bus ride. Instructions and actions to be taken in the situation that the child requires immediate attention must be provided in writing by the parents. Meantime, both parents and an emergency contact person must provide an emergency contact phone number, which the monitor will use in the event of the child suffering any symptoms. An adequate procedure must be established, in writing and a waiver must be signed by the parents before commencing the bussing service.
- In the event that a quarrel, dispute or any disagreement occurs on the bus between two children, the parents must immediately inform the management of Tri Logistics and allow the time to investigate the matter, collect information and issue a conclusion report, with facts and actions taken. Parents are prohibited from disciplining other children or instructing monitors to take any action against any child in such cases. All similar incidents are reported to the school principal and a copy of the report is sent to all concerned individuals.

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- Parents' disputes must be resolved in private with no interference or involving any of the bus occupants and Tri Logistics W.L.L. and its personnel will not participate, comment or be part of such cases. However, it will ensure that no parent dispute will have any consequence on the bussing route, seating arrangement or any effect on the bus operation.
  - Nevertheless, a students' dispute will result in the re-arrangement of the seating on the bus in order to avoid further friction between two students.
  - Any offense brought to any of Tri Logistics W.L.L. employees, will result in the indefinite termination of the bus service for the student/parent involved and no refund will be granted at this point.
  - Furthermore, should any of the above-listed rules be violated, Tri Logistics W.L.L. reserves the right to terminate the bus service to the violators with no refund granted to terminated applicants.

## **HOW TO REGISTER YOUR CHILD FOR THE BUS SERVICE**

Following are the steps:

- A copy of Application Form is included in the Admission Package; fill in the information in the required fields and please make sure you provide a map and exact address with your application. Applications with no address and/or contact numbers will not be entered on database.
- You may also drop by and pick up an Application from our office at the school, anytime during the school hours.
- You may hand in the application in person to the Transportation Office on school campus or email it directly to [mona.morsi@trilogistics.net](mailto:mona.morsi@trilogistics.net)
- One application is required for all your children (add all siblings in the Student Information section of the form).

### **Processing Of Application**

Once we have received your completed and signed Application Form together with the "Acceptance **Receipt**" **at the bottom of this contract**, following are the steps:

- All applicants' information will be entered on our database.
- Supervisor will determine the bus/route number assigned to your area.
- Applicant's address is sent to driver to locate your residence (if not, you will be contacted for direction, in some cases we ask parents to meet us at a land mark for driver to follow to the house).
- Once located, applicants' names are added to bus route list and driver will be out again to assign/re-assign sequence of route and time.
- Once all finalized, our office will provide parents with the following:
  - (1) Bus number
  - (2) Time of pick-up & drop-off.
  - (3) Location/Bus Stop (for a stand-alone house is in front of the house, in particular for smaller children where a grown up must be accompanying them during the morning pick-up as well as be available at the drop-off location. For this age group it is a "hand-over to a familiar grown up", not a drop-off).
  - (4) Should we fail to deliver it, we will be contacting you by phone. The information will always be available through our office staff.
- Please note, should you accept the above information, the service will start on the day/date you advise.
- Fees payment due date will take effect as of the following workday of accepting the service. We kindly remind you that payment is due prior to start date.

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Nonetheless, in the event that you have not received any of this information three days prior to the first day of school, and/or three days after you have submitted your application to our office during the school year, we kindly ask you to contact the school and ask to speak to the Bus Transportation Office. We may be in need of your correct or complete contact information to update our records.

## **BUS REGISTRATION FEES:**

All parents and corporate sponsors are required to pay the fees directly to Tri-Logistics W.L.L.

**QR 6650 Per Year Per Student - Two Way**  
**QR 5,200 Per Year Per Student - One Way**

## Payment Schedule:

Bus Fees schedule is synchronized with the school fees schedule. However, please note the following:

- Fees shall be paid **in advance** before the beginning of each quarter from parents and corporate sponsors on-site at the school campus's transportation office. All payments are due before the 1st day of commencing the service.
- Fees paid by parents are due every beginning of each Term, 3 times per year or same date's school fees are due. Payments per Term are as follows:

<i>Service</i>	<i>2-way</i>	<i>1-way</i>
1 <sup>st</sup> Term	2,327.5	1,820
2 <sup>nd</sup> Term	2,327.5	1,820
3 <sup>rd</sup> Term	1,995	1,560

- Fees paid by Corporate Sponsors may be collected **2 times** per year as follows:
  - Two way fees: QR 3,325. One way fees: 2,600
  - First payment is due on the **first** week of school start date 2008.
  - Second payment is due on the **second** week of January 2009.

**All fees are due in full regardless to how many days transportation was provided to the student.**

## ***Cancellation of Service & Withdrawal:***

In the event of a cancellation of the bus service for your child for any reason, parents are required to notify the transportation office in writing as early as possible; "Cancellation Forms" are available through our office.

It is Tri-Logistics business policy that all fees are non-refundable. Parents will be invoiced for a full Term of bussing service, **regardless of how many days transportation was provided.**

An exception will be made to refund the fees should the notification of cancellation be due to an emergency and is provided to our office within the first week of start of bus service. In such a case, an Administration Fee of QR 500 will be deducted.

Emergency to consider terminating the service with an administration fees are:

- Illness of applicant.
- Re-location of parents outside of Doha.
- Withdrawal from school (please ensure you child is accepted for admission at the school prior to applying for bus service).
- Sudden change of address where we cannot provide bus service.

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Should the student be dismissed from bus transportation due to persistent misbehaviour or consistent violation of Bus Behaviour Guidelines stated in this outline, a full charge of bus would be due for the remainder of the term, **regardless of how many days the student was provided the service.**

## **Late Payment Charges:**

Fees are inclusive once paid on time. Late payment charges of QR 50.00 will be added to the Term fees for each week after the payment due date.

*Example: If payment due date is on the 21<sup>st</sup> of a month, on the 22<sup>nd</sup> QR 50.00 will be added to the total fees due and on the 29<sup>th</sup> another 50 Riyal and so on, until payment is made.*

## Method of Payment & Invoicing:

- Cheque/Cash payment only accepted. Please make cheques payable to Tri-Logistics W.L.L.
- Please ensure you request an invoice as proof of payment.
- Corporate accounts will be receiving one invoice listing all names of students and charges applied; providing that the company submits a letter of approval for payment, in advance.
- Corporate accounts are kindly requested to provide our office with a list of students that will be billed directly to their office rather than invoicing parents for the bus fees. In such case, we will require an address and a contact person who will be available to contact for future follow up on payments and update of our lists.

## Further information:

Should you have any questions, concerns or inquiries, we all are happy to help you.

We are looking forward to providing you with a service that exceeds your expectations and we wish you and your family a great year.

Sincerely,

*M. MORSÍ*

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Mona Morsi

Operations Manager

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