



مدرسة دارالسلام الهندية
SHANTINIKETAN
INDIAN SCHOOL

SHANTINIKETAN INDIAN SCHOOL

DOHA - QATAR

TRANSPORT USER POLICY

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TRANSPORT SERVICES AT SHANTINIKETAN INDIAN SCHOOL

DISTINCTIVELY EXCELLENT EDUCATION

1. INTRODUCTION:

The school transport service of Shantiniketan Indian School, Qatar, is more than just about operating a fleet service, but it is one of the safest fleet of buses in schools commuting students from home to school and back. It is the first glimpse of school and campus and friends that our learners glean every morning, and we therefore design our transport services as an enjoyable ride to school and back home with friends and fellow students, rather than a soulless journey from point A to point B.

The following few pages describes the comprehensive measures that the school has designed and implemented to ensure student comfort, safety and well-being while using school transport.

As authorized providers of school transport facility, our buses and operating systems conform in their adherence with the rules of the statutory authorities. The bus staff are fully compliant with norms and are intensively trained in house. The cleaning and sanitization exercise as demanded by the current global health crisis is followed routine, by a competent team of cleaning staff.

There is a dedicated transport coordinator stationed at campus to attend to your queries /concerns during school hours.

2. IMPORTANT GUIDELINES:

We do want to remind our students that riding the school bus is a privilege. This privilege may be temporarily denied or permanently revoked if the misconduct of a child or parent jeopardizes the safe operation of the school bus or the safety of the other children riding the bus.

SCHOOL BUS RULES AND REGULATIONS are clearly detailed hereunder. Please ensure that you read and understand before signing up for the transport service.



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- 2.1. **All buses have designated pick up and drop off locations.** These have been identified after a careful study of the layout of and traffic on roads in the area, the student demand in that area, and the impact of alternatives on route timings. Requests to divert the route and/or add new bus stop are not accepted by the school.
- 2.2. The calculated travel time is only an approximation and may vary depending on the number of students / changes or diversion/ traffic congestion in route.
- 2.3. It is the responsibility of the parent(s) to ensure that their child / children is / are at the pick-up point 5 minutes before the assigned 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 allotted time.** Due to traffic delays, buses may arrive at pick-up and drop-off points behind assigned time.
- 2.4. Parents are strictly advised not to call the bus drivers for any reason as it will distract their attention from driving. Parents are advised to contact the Conductors in emergency situations.
- 2.5. Parents are responsible for the safety of their children in the morning from the time they leave home until they board the bus; and at the end of the day from the time the child gets off the bus at the designated drop off point and reaches back home.
- 2.6. For the safety of all children, the school does not grant permission for any adult, including parents, to enter the bus under any circumstances. Only the Bus driver, Bus conductor, School employee are permitted to travel in the bus. Parents will be stopped by the bus staff from entering the bus, if they attempt to do so.
- 2.7. The school will not accept the request for the usage of two different bus routes for pick-up and drop-off (only pickup / only drop off).
- 2.8. Parents are requested to notify (through email : support@sisqatar.info) the school at least two weeks before if they need any change in the routes. Changes in the route will be effective only based on the availability of seats in the new route.
- 2.9. If the students are to be dropped off even in the absence of adult supervision,



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- the parent should sign a consent form explicitly granting permission to the school to do so.
- 2.10. For health and hygiene reasons, eating and drinking inside the bus, other than water, is not permitted.
 - 2.11. Seat allocation in the bus is done at the discretion of the transport coordinator keeping in mind the health and safety of all students and the directions of regulatory authorities. Such seat allotment is not open for a discussion by parents.
 - 2.12. Parents of students with special needs must inform transport department of the request at the time of registering for school transport. Such facilities in the bus will be ensured only based on the availability.
 - 2.13. Parents are advised not to send Children with a contagious disease for the interest of Health & Safety reasons of fellow travelers. In such cases, the school may require a clearance certificate to be handed to the School administration before the child boards the bus.
 - 2.14. The school will provide the transport facility based on the availability of seats in the bus assigned for that area. The school reserves the right to discontinue service/decline the provision of service at its discretion.
 - 2.15. Students are solely responsible for any personal belongings when traveling in the school bus. The school will not be liable for damage, lost or stolen items.
 - 2.16. The student must always board the bus with the provided QR code printed ID card and it should be scanned while boarding. Failure to do so will impact attendance for the day.
 - 2.17. Any concerns regarding bad behavior or incidents will be reported to the school leaders by the bus staff. Repeated bad behavior will result in temporary discontinuation or permanent suspension of services.
 - 2.18. The school requires that its staff and students be treated with dignity and respect at all times. Any inappropriate behavior, aggression, use of abusive language or gestures by the parent that results in creating embarrassment for the school / its staff will result in the transport facility being withdrawn with immediate effect and without any notice.



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2.19. Parents shall compensate the school for any damages caused to school property or to other travelers as a result of inappropriate behavior by the student / parent.

3. REGISTRATION FOR TRANSPORT SERVICE:

- 3.1. Parents must register at the beginning of each Academic year for the school transport service by applying online, using the transport request option available in the parent portal.
- 3.2. Parents are liable to pay the fees once the scheduling is done for their wards.
- 3.3. Transport facility will be offered by the school only after the online registration is accepted in the system.
- 3.4. For new users, once the registration is accepted, necessary payments must be made within 3 working days, failing which the request is automatically cancelled. The parent will have to re-apply and wait to be registered again.
- 3.5. A separate request is required while applying for more than one student.
- 3.6. The transport fees are to be paid in advance on a term basis. The fees are calculated on a term basis and are not dependent on the number of days of students' attendance or usage of transport.
- 3.7. A replacement ID card will be charged at QR 10 /- per card in case of change from school transport to private transport or vice versa or loss.
- 3.8. Following options are given to parents for payment of transport fees
 - 3.7.1 Direct Payment
 - 3.7.2 Bank transfer

4. PAYMENT GUIDELINES

Transport fee is calculated on term basis. Please note the following cases where the facility will be made in the middle of a term:

- 4.1. Transport fee will be generated for the month in which the request is being made and for remainder period of the term.
- 4.2. Transport fee for the full month will be charged irrespective of the start date of the facility.



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5. CHANGE OF ROUTE SERVICE:

- 5.1. Any change of route request will be accepted for consideration with a minimum notice period of two weeks. The Transport Route Change request must be made via parent portal.
- 5.2. Successful processing of such requests will depend on seat availability and route coverage of the relevant bus on the requested route. The parent will be informed of the availability of seats and routes by school transport representative.

6. TRANSPORT CANCELLATION & DISCONTINUATION:

- 6.1. The School is entitled to withdraw the transport facility in the case of non-payment of transportation fees or as a disciplinary action against the student.
- 6.2. Any request for cancellation of transport facility should be made using the parent portal only. A transport cancellation request will be considered accepted and completed once approved on the system.
- 6.3. All cancellation requests will be considered only on term wise. Absence from the school transport will not entitle claim for refund of fees paid.
- 6.4. The Transport fees once paid will not be refunded under any circumstances.
- 6.5. The discontinuation request for the next term should be applied 15 days in advance.
- 6.6. Fee is not refundable if students are suspended /deregistered from the bus service on behavioral grounds and not following the SIS transport rules & regulations

7. DIRECT PAYMENT BY THE COMPANIES:

In case the transport fee is paid for by the parent's employer, this information should be shared with the school at the time of registration. It is the responsibility of the parent to inform their employers that the payment for the term is to be made latest by the due date to avail uninterrupted services.



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8. REFUNDS:

- 8.1. Fee refund is applicable only in cases where fee for more than one term has been paid by the parent and facility was not availed of in the succeeding term(s). Exam periods do not qualify for fee refunds / waiver.
- 8.2. Fee refund is not applicable in case the student is suspended permanently / temporarily from use of bus service.
- 8.3. Subject to directives from the concerned educational regulatory authority, no refund will be provided where there is interruption, discontinuation, or suspension of services due to events which are beyond the control of SIS (such as schools closures, lockdowns etc.)

9. DISCIPLINARY CONDUCT IN BUS PRIOR TO BOARDING/ DEBOARDING

- 9.1. Students availing the School transport facilities are required to maintain strict discipline in the bus. The school will be compelled to take disciplinary action in the following cases.
 - 9.1.1 Shouting, fighting, using foul or abusive language, indecent acts, littering in the bus and damaging the vehicle.
 - 9.1.2 Not boarding the bus on time while at arrival and dispersal time.
 - 9.1.3 Loitering in the campus and not boarding bus on time during the dispersal.
 - 9.1.4 Damaging the properties of the vehicles.
- 9.2. In case of violations, the school will take the following steps:
 - 9.2.1 Warning from the school authority at the first instance.
 - 9.2.2 Notification to parents in case of a repeated violation.
 - 9.2.3 Withdrawal of transport facility in the event of a further violation