

## Terms and Conditions

1. Bright Bus Transport will operate school transport services in compliance with the guidelines of regulatory authorities.
2. All drivers are fully trained and participate in our ongoing customer care and drivers' training courses. They attend a minimum of 30 hours of Safe Drivers' Training Course, in a year.
3. The transport fee is to be paid in advance. If the fee is not paid before the first working day of the term Bright Bus reserves the right to deny service.
4. The transport fee covers pick-up and drop-off service only.
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. All transport users should carry identity card issued to them.
7. Children of KG / FS 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.
8. Written request, signed by the parent/guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
9. All buses have designated pick up and drop off points.
10. 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.
11. Transport service can be discontinued only at the end of the term (September - December; January - March; April - June) **with a two week's prior notice.**
12. For safety reasons, eating and drinking on the bus other than water will not be permitted.
13. Bright Bus Transport reserves the right to decline provision of service.
14. All Bright Bus Transport 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.
15. 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.