

School Transport

New Indian Model School, Dubai has outsourced the school transport service to Golden Cosmos transport service. Golden Cosmos operates the bus fleet maintaining exceptional safety standards and strictly following the specifications and regulations laid down by the Road Transport Authority of Dubai. All buses are fitted with a Video Surveillance System, Global Positioning System for student attendance confirmation and safety.

Golden cosmos is managed by experienced professionals who have a long track record of safe transportation for students. The company works closely with the school administration team to ensure that parents and students receive the best service possible.

After submitting the Transport Request Form the golden cosmos supervisor will check the route and the pick-up/drop-off point to ensure that they can offer the service in your area and that the pick-up/drop-off point is safe. Once this has been confirmed you will be notified of the timings, bus number, driver's details, and the bus conductor's mobile contact number.

Bus availability

Golden cosmos is not able to guarantee all bus routes requested but will always do its best to accommodate students where possible.

Contacts

The Golden Cosmos Manager works with the school administration and acts as the first contact for parents for transport matters.

Mobile: +971 50 7709680

E-mail: transportsection@nimsdxb.com

School Transport Policy

Transport for students is an outsourced service and is provided by Golden cosmos to provide quality and safe service as per the regulations of the local transport authority. Our support staff on the buses, in their capacity as conductors, will also ensure the care of the students, as well as assist with discipline. Please note that in the event of student disciplinary concerns or issues on the bus, the school is entitled to take disciplinary action where necessary.

Terms and Conditions of service

1. This is a contract for availing the transport facility every year and accordingly paying the transport fee. In case the student starts transportation in any month of the academic year, the fees will be taken from that particular month onwards.
2. All applicable safety protocols will be strictly adhered to while using the school transport.
3. The parent should accompany the student to the pickup point and be available at the designated drop-off point at the stipulated time.
4. If the parent/guardian is not available at the designated spot for disembarking the child, he/she will be brought back to school and it will be the parent/guardian's responsibility to pick up their ward from the school as per the school transport policy.
5. It is the responsibility of the parent to ensure that their children are at the pick-up point at least five minutes before the designated time. Buses will not leave collection points ahead of schedule. However, buses will not be able to wait at pick-up/drop-off points after the scheduled time. Inclement weather and traffic delays may cause delays to scheduled times.
6. If a parent has a query relating to the bus service, the first point of contact will always be Transport Manager and then the Administration Manager at the school. Parents should ensure the discussions will be respectful and cordial, in line with Education Regulatory Body, Parent Contract expectations, to ensure an appropriate resolution is found. Parents will liaise directly Transport administration department and not with the Driver, Bus attendant, another parent, or any other child on the bus regarding any issues.
7. A separate behaviour management policy will be applicable to students while using transport. Violations, if any, will be dealt with through disciplinary measures including cancellation of the school transport facility.

PAYMENT OF FEES

8. The school Transport fees are taken term-wise and full payment for each term must be made irrespective of the number of school days in any given month or the student's bus usage. The fees will be paid through the school before the 5th of the first month for the relevant term/instalment, i.e. 5th April, 5th Sept, 5th Nov and 5th Jan for instalment numbers 1, 2, 3 and 4.
9. Before the child boards the bus on the first day of using the bus facility,

the child/parent should bring the proof of fee payment and the agreement signing confirmation. The same is to be shown to the conductor before the child boards the bus.

10. Fees are calculated term wise and there will be no refund for any unexpired period of that term.

CHANGE OF DESTINATION

1. Under no circumstances, the child will be dropped off at any other destination, than the designated drop-off point, unless the request has been made in advance of 24 hours and the same has been pre-approved by the Transport Manager. Further, the parents/guardians agree not to directly contact the driver and/or bus attendant to pick up or drop their child at any location other than the designated place.
2. The parent should apply for a change of location/cancellation of the transport facility at the school office along with the child's transport ID and the parent/guardian ID.
3. In case of a change in address/location, the parent will inform the transport section and may seek prior approval for a new location depending on the seat availability on the revised route. The change will be effective only upon the confirmation of the transport section.
4. All IDs issued are to be returned for a change of location or in case of approved cancellation. Lost and replacement of the child's ID and the parent/guardian ID cards will be charged at AED 20/- per card.

TERMINATION

5. In the event of temporary discontinuation on medical grounds (student parents and or child), a letter must be submitted along with the medical reports for the Management's consideration and approval.
6. This contract cannot be cancelled in between the academic year. However, in case of termination of facility in between the year for any reason, the same cannot be re-started till the end of the academic year.
7. The facility of cancellation is available except for the months of March, June, and December.
8. In case of cancellation of Transport, the parent will inform the Transport Manager one month in advance and submit the duly completed transport cancellation form, else the fees for the next instalment should be paid.

For timely payment of transport fees, an online payment facility via the SKIPLY app is also available. Please contact the Transport Supervisor at the school for further information.

Parents are advised to obtain transport fee clearance from Golden Cosmos before the collection of results and transfer certificates.

Should you have any feedback regarding the service, please send your emails to happinessdesk@nimsexb.com or call [055 9924123](tel:0559924123).

Safety Regulations to be followed for Use of Transport

An Identity Card is issued to each student. The students must carry ID cards and get them scanned while boarding and de-boarding the buses. It is obligatory for the parent to be personally present or to arrange for an authorized person to receive the student.

While dropping off the KG- Grade 2 students, if any parent/ Guardian is not available the student will be brought back to the school. The bus conductor will contact the parent and the parent has to collect the student from school.

It is mandatory that a parent/guardian is present to collect the students' KG to grade 2. In certain cases parents advise the bus staff from their balconies/residences to drop off the students; in such cases, the parent has to give an undertaking that it is acceptable to them to drop off the students if they are visible to the bus staff. If such an undertaking is not given and an adult is not available to receive the students they will be brought back to the school. If KG to Grade 2 students have older siblings (Year 7 and above) travelling with them and an undertaking has been given that they can be dropped in the care of their older sibling, this will be done.

1. If the students of Years 4 to 7 are to be dropped without the presence of an adult, parents should sign a consent form accordingly.
2. If the conditions stated above are not strictly followed by any parent the students will be brought back to school and it would be the responsibility of the parents to collect the students from the school. In such cases, Golden cosmos will charge the parents AED 20/- per hour, per student for taking care of the students at the school.

To ensure their safety, as well as to avoid problems arising from the use of school transport, students should keep in mind the following points:

1. The bus/pick-up point cannot be changed without prior intimation or approval.

If on rare occasions, parents want to collect their wards who normally travel by bus, they should do so before 12.30 p.m. (FN session) or 5.30 pm (AN session) after meeting the Supervisor. They should not collect their children from the bus parking area without prior approval.

Students are expected to adhere to the Bus Behaviour Code. A student whose conduct is objectionable and offensive on the bus will be warned by the Manager of School Operations in the first instance. In the absence of any change in his/her conduct, the student may be suspended from using the school transport temporarily or permanently.

It has been becoming increasingly difficult to accommodate requests for school transport when parents move to residential areas where our buses do not service. We regret our inability to meet every need. Parents are advised to check on the availability of the school bus service before they move to a new locality.

STUDENT BUS BEHAVIOUR CODE

Do's:

- Travel by your designated school bus.
- Be on time for pick up and departure.
- Make sure the road is safe before crossing the street.
- Stay at least 10 steps away from the school bus and make sure the Bus Driver can see you.
- Avoid the danger zone areas surrounding the bus.
- Scan your RFID card when boarding and getting off the bus.
- Sit in the designated bus seat as advised by the Bus Conductor.
- Keep your seat belt on for the entire journey.
- Remain seated until advised by the Bus Conductor.
- Always face forward when seated.
- Keep the aisles and walkways clear at all times.
- Be courteous and follow the Bus conductor's and Bus Driver's instructions.
- If you feel unwell, immediately report to the Bus attendant or Bus Driver.

- Take your personal items with you when you leave the bus.

Don'ts:

- Stand while the school bus is moving.
- Sit on a restricted seat.
- Distract the Bus Driver.
- Shout or be disrespectful towards others.
- Bring friends onto the bus without written permission from Transport Manager at the School.
- Eat or drink (except water) on the bus.
- Throw objects of any kind in the bus.
- Place anything on the windows of the bus.
- Damage the bus in any way.

PLEASE NOTE THAT STUDENTS USING THEIR OWN TRANSPORT WILL NOT BE PERMITTED TO USE THE SCHOOL TRANSPORT SERVICES UNDER ANY CIRCUMSTANCES.