

**Scholar Transportation**  
**Terms and conditions / code of conduct**

**A. CODE OF CONDUCT FOR PARENTS OR GUARDIAN :**

- A deposit / seat securing fee of one month's fees must be paid before commencement of the service. This will be refunded at the termination of the contract, or in lieu of the past payment at the termination of the contract.
- Deposit due in the first month which is equivalent to the first monthly instalment which will be used for the termination month.
- A once off registration fee of R350 is payable on acceptance of quote and signing a contract.
- Minimum contract period is 6 months.
- Annual increases on service fees are affected in January. Increases in the national fuel price may in the sole and absolute discretion of KNG result in an additional increase in the Service fees during the contract year.
- Our service runs throughout the year, and the only time we do close operations is for the December holidays (one week after government schools close). Please note that the fees quoted are per month, and are due regardless of school holidays (including December).
- The Client will be given one (1) months' notice of any increase of the Service fees.
- Payment must be made in advance by the <sup>1st</sup> of each month.
- A R100.00 penalty charge per week will be levied for a period of five days where fees remain overdue, thereafter overdue fees plus the penalty charges will result in services being suspended until all outstanding fees and charges are settled.
- Children must have an adult at home into whose care we will deliver the child, when being dropped off. This does not apply to children over the age of 16.
- No collection service will be provided on weekends and public holidays.
- Services remain available over school holidays for an aftercare programme, sport clinics and other activities with prior written arrangement with KNG, provided that such activities are within the area and routes of operation. Should any of these activities fall outside of the area or time of operation, KNG will levy to the client a service charge relevant to the Service request.
- Clients should acknowledge that the inability of the child to attend school for any reason, or the absence of the child from the Service, does not relieve the Client of the obligation to pay the monthly fees or to receive credits for days not used.
- Absenteeism: the bus must be notified before 6.00am on the morning of pick up or before 7.00pm if you do not require the service for the following day.
- One month's notice or one month's fees are required if wishing to terminate the bus service.
- No refunds will be given on absenteeism or illness of child.
- No ad hoc transfers are provided unless a child uses the service on a permanent basis.
- The banking details of KNG will appear on the Quotation and subsequent invoice. The Client is responsible for the punctual payment of all fees and proof of payment must be sent to KNG.
- KNG may terminate the contract on twenty (20) business days after giving the Client written notice thereof. Reasons of termination may extend from the Client's material failure to comply with this Contract unless the Client has rectified the failure within that period through to KNG being unable to continue providing Services due to area of operation or route changes, collection time changes or other.
- Schedule changes required by the Client must be given in writing to KNG by no later than 3:00pm on the Friday of the preceding week. If no notification is received from the Client, it will be assumed that the schedule of the previous week or term will continue. It is the Client's responsibility to ensure that KNG has received any notice of schedule changes.

**B. CODE OF CONDUCT FOR THE CHILDREN;**

- Seat belts must be worn at all times.
- No standing up in the bus at all times whilst the bus is moving.
- No unbuckling of other passengers seat belts.
- No shouting out the windows of the bus whilst in transit. No exiting the bus without permission.
- No littering.
- Punctuality is essential – late comers will be left behind. Children need to be ready with all school gear at the agreed waiting areas at the agreed time every day.
- Eating or drinking will not be permitted on the bus at all times.
- To respect other children and the bus team at all times.
- No rough play or unruliness is allowed.
- No swearing, bullying or fighting.
- No weapons of any kind will be allowed in the bus.
- No throwing things out the windows of the bus.
- School bags are to be kept under the seat.
- Any damage caused by a child to any KNG property will result in a notice being provided to the Client with an accompanying invoice. The Client will be provided with proof of the damage and will be responsible for the costs of cleaning/repair within one week of the notice being received.
- KNG reserves the right to terminate the service if, in its sole and absolute discretion, the Child engages in any rough play or unruliness or any damage caused by the Child is considered to be excessive.
- Children are to always keep personal property together in the school bags to avoid it being left behind. It is not the responsibility of the KNG, drivers and/or onboard assistants to ensure that the Child has all his/her belongings when leaving school. This remains the responsibility of the client to follow up with the Children and school regards to any lost property. Should any belongings be left on a KNG vehicle, such belongings are recorded and stored at the KNG offices. Parents may claim said property by way of an email. Any unmarked items not claimed in the month, will be taken to the respective schools lost property.

**CODE OF CONDUCT FOR KNG**

- Every effort is made by KNG to adhere to agreed Collection times, but reasonable delays are to be expected and KNG will not be held responsible or liable for any delays and/or consequential losses that occur as a result of delays.
- KNG may terminate the contract on twenty (20) business days after giving the Client written notice thereof. Reasons of termination may extend from the Client's material failure to comply with this Contract unless the Client has rectified the failure within that period through to KNG being unable to continue providing Services due to area of operation or route changes, collection time changes or other.
- KNG has comprehensive insurance with R5 000 000 passenger liability cover. Detailed information is available on request.

**NB: BY SIGNATURE YOU CONFIRM THAT YOU HAVE READ AND AGREE TO THE KNG TERMS AND CONDITIONS!**

Signed at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
**Parent/ Guardian Signature**

\_\_\_\_\_  
**Witness Signature**

Full name: \_\_\_\_\_

Full name: \_\_\_\_\_

ID Number: \_\_\_\_\_

ID Number: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Contact Number: \_\_\_\_\_