

TRANSPORTATION PACKAGE 2024-2025



"Think SMART before you START"

Dear Parents,

Thanks for your interest in Transportation Services with New Image Gulf States LLC

In this Enrollment Package, kindly find our Transportation Policies and Application Package.

We trust the below information will help you with our enrollment procedure.

School Bus Application Form must be completed and please make sure you have read the whole package and you have signed the Acceptance Receipt before you follow the submission process outlined.

We look forward to providing you with safe, professional, and reliable transportation for your children.

Sincerely,

Jason Olley
FM and transportation Consultant

TRANSPORTATION INFORMATION PACKAGE

Enrollment Policies

Enrollment for transportation is on a term-by-term basis. It is recommended that you submit your application for transportation to logistix@newimagegulfstates.com at least one month prior to the start of school to ensure availability.

Transportation contracts are between each parent and New Image exclusively. OIS is not involved with the service provided. All and any communications regarding the service are between New Image and each parent only.

Students may enroll at any time during the school year, depending on space availability. Transportation fees will be assessed for the semester in which enrollment occurs and calculated to the end of the school year.

Submitting an application does not guarantee that a seat is available, or that there is service to the area. Once your application is received, it will be processed, and you will be notified as to whether we can provide service.

Note: Submitting an application does not bind you to our Terms and Conditions until you have been accepted to the school and have started to use the service.

Application Process

Once you have printed, completed, and signed the Application Form and you have all the Deliverables (available at the end of this contract) please follow the steps below to complete the process:

1. If possible, scan and send the completed form to logistix@newimagegulfstates.com. If you are unable to print a copy, then please complete and sign the form digitally and return it to the same email address.
2. If you are unable to utilize either of the digital options, a hard copy will be available to collect from the New Image transportation office at Pedestrian Gate 1. The completed and signed form can then be returned to the New Image transport office between 8 am and Noon Sunday to Thursday during the school holiday and during school opening hours when we return.
3. On receipt of the completed application form, an Invoice will be raised and submitted to the parent's email address for immediate payment.
4. Cheque payments together with either a copy or details of the invoice and placed in a sealed envelope, can be dropped off at the Security office at Pedestrian Gate 1 **marked clearly with student's names or names.**
5. If paying by BACS transfer, the full term's fees are payable. Please email either a screenshot or a bank confirmation of the transaction to logistix@newimagegulfstates.com. In the bank's

remarks/reference box please remember to clearly mention the student's full name and class if possible.

6. Once payment is received and cleared, we will send an electronic receipt to the nominated email.

The applicants' information will then be entered into our database and will be forwarded to the Supervisor in order to determine the possibility of acquiring the service and verify the assigned bus/route number in your area.

The applicant's address is sent to a driver to locate your residence (if not, you will be contacted for directions, in some cases we ask parents to meet us at a landmark or map for the driver to follow to the house).

Once located, applicants' names are added to the bus route list and the route is developed to assign sequence and times for pick up and drop off.

Once finalized, our office will provide parents with the following:

- 1) Bus number
- 2) Time of pick-up & drop-off. (estimated for the first just for the 1st day)
- 3) Location/Bus Stop (for a stand-alone villa/house, it is in front of the house, for smaller children where a grown-up must accompany 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".)
- 4) Should we fail to deliver it, we will contact you by phone.

All bus details and information will always be available through our office staff. Please note, should you accept the above information, the service will start on the day or date you advise to start. After accepting a seat on the bus, cancellation fees will be applied. In the event that you have not received any information from us three (3) 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 e-mail us to logistix@newimagegulfstates.com

TRANSPORTATION FEES

Option 1: Round Trip: The cost for the services shall be **QAR 3,750** per student for each school term. There are 3 terms per school year. This is subject to an increase depending on current fuel prices per term.

Option 2: One way for either the AM or PM route: The cost for these services shall be **QAR 2,300** per student for each school term.

PAYMENT OPTIONS

Payment may be made in full by bank transfer, cash payment or cheque payable to: **New Image Building Services Gulf States LLC.**

Invoicing and Payments

Fees are due upon receipt of the invoice and before the commencement of service. A due date for payment will be indicated in the email with the attached invoice. If payment is not received within ten (10) days, bus service for your child/children will automatically terminate. **Late payment fees will be calculated at QR10 per day after the due date.**

New Image can only currently accept cheques/bank transfers/cash payments deposited to the transport office in Gate 1 at the school.

For **PDC (Post Dated Cheque)** – Ensure that the cheque is dated in the format **DATE-MONTH-YEAR (DD/MM/YYYY)** and made payable to "**NEW IMAGE BUILDING SERVICES GULF STATES, LLC.**"

If you are unable to pay by cheque, you can also make payment by bank transfer to:

Account Name: **New Image Building Services Gulf States LLC**
Bank Name : **The Commercial Bank**
Account No : **4680205205001**
IBAN No. : **QA25CBQA000000004680205205001**
Branch : **Umm Lekhba Branch**
Out-of-state sale, exempt from sales Tax

NOTE: Please show the full student's name and school (with the bank transfer remarks box)

Invoices will be issued for transportation fees to companies who cover such fees for their employees. New Image can only invoice companies upon receiving a letter of approval from the company. Corporate accounts are kindly requested to provide our office with a list of students who will be billed directly to their office rather than invoicing parents for the bus fees. In such cases, we will require an address and a contact person who will be available to contact for future follow-up on payments and updates of our lists.

Cancellation Fees

Should you withdraw your application prior to the start of school, the following cancellation fees will be applied.

Description	Cancellation Fee
Cancellation fees for withdrawing from service under the following conditions: <ul style="list-style-type: none"> • Parents are relocating outside of Qatar permanently. • Illness of the student (with medical certificate). • Sudden change of address where service is not available. 	Fees will be prorated by months and not to the number of days service used, plus a cancellation fee of: QR 300 / child
Cancellation fees for withdrawing from service which are none-of-the-above details – full semester fees applied or NO REFUND.	QAR 3,750

To cancel service, please advise us in writing at logistix@newimagegulfstates.com or by filling out our cancellation form available through our offices.

Change of Address

It is highly recommended that if you are considering a move to a new location and you do rely on school transportation, you check with us first to see if the service is available in the planned area(s) by sending your photo of your **BULE PLATE** address to our email logistix@newimagegulfstates.com

Should you move during the school year a service fee of QR100 will be charged to facilitate a change to another route and bus (excluding compounds with an existing route/s).

TRANSPORTATION REGULATIONS AND GENERAL GUIDELINES

Morning Pick-Up from home:

Children must be ready on time and outside at the designated area for pick-up.

Children from FS1 to Year 2 must be accompanied by an adult who waits until the bus arrives and picks up the child from the bus stop drop-off location (Clubhouse/Main Gate)

Bus Drivers and Monitors have been instructed to wait **no longer than two (2) minutes for a**

house pick-up, and five (5) minutes waiting for a Clubhouse pick-up after the monitor notified the parents that the bus is waiting during the morning pick-up time.

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.

After School Drop-Off:

Drivers and Monitors have been instructed NOT to drop off any young child unless there is a known/designated adult present to meet and collect 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 the parent will need to collect at the end of the designated bus run. Parents will be contacted to inform them of this situation. **This rule is strictly enforced.**

A teacher or teaching assistant escorts the FS1 to Y2 students to the designated waiting area on the ground floor, where the Lady Bus Monitors will collect them and escort them to the designated bus. In addition, children are to be picked up from the bus on arrival at the house by an adult.

Buses depart promptly 15 minutes after school dismissal. Parents of those students who missed the bus will be contacted by phone and requested to transport their children home.

ASA is not part of the bus transportation as this is a choice of the parents for their child(ren) to participate in after-school activities.

Parents should notify the school and the bus company if their child(ren) will not use the bus in advance to avoid delays in the morning and afternoon bus run.

If the school is dismissed earlier than the usual hours (please see the school calendar for specific dates); buses will still depart 10 minutes after dismissal time.

Compounds with a large number of students will be assigned a bus stop within walking distance from their homes, where it will be their spot for pick-up/drop-off. As we guarantee a seat for all registered students, and the drivers/monitors are obliged to follow the designated route, **requests to have a child ride to school or ride home on a different bus are strictly prohibited.**

Boarding and Disembarking the Bus:

All secondary students are kindly asked to occupy the back seats on the bus. Please start from the very last seat and work forward. Primary Students will start by occupying the front seats and work towards the back.

When boarding the bus if students are in line, please remain in the line and do not venture to the front or back of the bus.

When disembarking the bus, please proceed directly to your home. Do not linger around the front or back of the bus. If you must cross the street to get to your home, please await instructions from the monitor.

Seating:

Students may at the beginning of the year, choose their seat. Once settled into school and the bus service they will be asked to keep that seat. It may however be necessary for the bus monitor to change the seating on the bus if there is a conflict between one or more students. Priority for the front seats is always given to younger students.

Bus Schedule & Timings:

The transport team will provide the schedule, which will depend on the bus route. Please note that timings may vary each term and are subject to change based on the number of students onboard.

Parents are not permitted to set their own schedule, as the timing will align with the bus route schedule. Any requests for changes outside of the regular scheduling parameters will not be accommodated.

For any complaints, suggestions, or inquiries regarding the bus service, please contact us via email at logistix@newimagegulfstates.com.

BUS RULES AND BEHAVIOR GUIDELINES

The behavioral expectations and rules that apply on the premises of the school also 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:

- 1) Remove/loosen or refuse to wear seatbelts while inside the bus. Change seats, stand, or move around the bus.
- 2) Shout, yell, speak in loud voices, or use profane or vulgar language.
- 3) Open the window at any time. Should the air conditioning fail, and it becomes necessary to open the windows, the monitor will open windows, and students are always to remain seated in seatbelts and keep all body parts inside the bus. Exit from or enter via any means but the bus door.
- 4) Fight, tease, bully, or harass other students, the monitor, or the driver. Behave in any way that is distracting to the driver and/or other students. Shout at pedestrians or passengers.
- 5) Mark or vandalize the bus on the inside and/or outside.
- 6) Destroy or cut the seat cushion, window tint, curtains, and seatbelts.
- 7) Play loud music. (Music players- ONLY with earphones are allowed).
- 8) Eat or drink on the bus. Only drinking water is permitted.
- 9) Carry any type of weapon, which includes sharp objects, pocketknives, etc.,
- 10) Carry any prescribed medications without prior notification and approval of our office.
- 11) Leave trash on the bus seats and floors.
- 12) Leave the bus or get off once boarded. The bus will only wait 5 -15 minutes from the school dismissal time.
- 13) Treat or address fellow students, the bus monitor, or the bus driver disrespectfully or discourteously.

- 14) Request the bus driver to stop at any undesignated bus stop.
- 15) Be dropped at any other stop other than their designated stop without written permission from a parent.
- 16) Ride on any other bus at any time.
- 17) Bring friend/s to ride on the bus at any time. **This rule is strictly enforced.**
- 18) **No photos or Videos are to be taken whilst on the buses this is a data protection policy and will be strictly enforced.**

The Bus Lady Monitors have the authority to stop misbehavior and to report violations of the above-mentioned rules to the parents and transportation office or to School Principals/Head. Students who misbehave on the bus are subject to referral and/or discipline. Serious incidents and/or repeated misbehavior will result in suspension or termination of the privilege of bus transportation.

Discipline

Children who receive two (2) warnings will be suspended from riding on the bus for 3 days.

Children who receive three (3) warnings will not be provided with transportation for the remainder of the school Quarter or 10 weeks, whichever is greater.

In the above situation, parents will be fully responsible for the transportation of their children, to and from school.

Serious infractions involving 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 or end such behavior, a termination of one, both, or all involved children may be the last resolution. In such a case, re-applying for the bus service for the following year will be on a Probation Contract.

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

Bus Safety

While protecting students on the bus starts inside the bus with clear rules that are enforced, it is also important to protect all students from outside influences. We apply the following rules for New Image buses.

All New Image buses are marked using a colored sign which only displays the school initials and/or route number. This is to ensure that the bus cannot be identified or attributed to a particular school.

All bus monitors and drivers wear Uniforms with a New Image logo. They also have an identification card which is always to be displayed around their neck. Drivers and monitors are not allowed to use mobile phones while in transit unless there is an emergency or a call from the

transportation office. This is to ensure that both are focused on their respective jobs, which is always to keep the students safe.

New Image will provide monitors' contact information to parents this will be used for pick up and drop off information purposes only. Parents should call the transportation office number or the in-charge admin staff or transport manager for school transportation inquiries.

Bus Monitors are on board to ensure the safety of every student. Parents are asked to refrain from conversations or arguments with the bus monitors during their routes as it distracts them from the students who are on board. Our staff do not know all the teaching and other staff within the school. Unless appropriate school identification is shown, teachers and other school employees are not allowed to board the bus.

Parents and/or guardians, etc., are not allowed to board the bus at any time.

Parents should refrain from sending sick children to school as the bus is a confined space.

All information regarding our riders is kept strictly confidential. Unfortunately, we cannot share information such as route sheets, etc., as they contain confidential information.

Parents and/or guardians are always asked to refrain from stopping the bus at any time or point other than its usual assigned stop points. Please remember the driver has been instructed to disregard anyone attempting to stop the bus at any point which is not designated. The driver will only stop the bus for police and/or emergency personnel provided they are in a marked emergency vehicle and in clearly identifiable uniforms.

Parents' disputes must be resolved in private and will not involve any of the bus riders and New Image, its personnel will not participate, comment, or be part of such cases. However, we will ensure that no parent dispute will have any consequence on our bus operation.

In the event that a quarrel, dispute, or disagreement occurs on the bus between two children, the parents must immediately inform the management of New Image and vice versa. New Image will investigate the matter, present the known facts, and issue a report along with possible actions and discipline to be taken. It may be necessary, depending on the circumstances, to meet with parents to develop a plan that will correct the situation.

New Image does not permit eating or drinking on its buses. Water is allowed to be consumed by students. While this partially assists in keeping our buses clean, the primary reason for this is for safety (i.e., choking) and in the event that we have students on board with allergies, etc.,

For the purposes of safety and liability, it is strictly prohibited for anyone other than registered students and monitors to ride on their appointed bus at any time.

Medical Conditions

Students should not be carrying any type of prescribed medicine onto the bus at any time. If a student is required to carry any type of medication, please advise our office immediately. We will require specific details on the type of medication, etc., Students who have life-threatening allergies known as Anaphylaxis and who require an epinephrine are asked to advise our office immediately.

Should a child have a medical condition we require this information in advance. Such information is to be provided on the application form. We may at this point need to meet with the respective parents to obtain detailed information.

Accidents, Illness and Emergencies

New Image maintains an extensive Emergency Procedures Manual. All employees are trained in these procedures and how to respond in the event of an emergency. To learn more about our Emergency Procedures, please send us your request at logistix@newimagegulfstates.com

Parents will be notified immediately in the event of a serious accident, illness, and/or emergency. We do follow a strict protocol in these events and as such first contact by our employees on board is made to emergency personnel (999) and then the New Image Emergency number. In the event of an emergency, the New Image Office Staff will notify parents and the school.

During an emergency, and depending on the nature of the emergency, our priority is to protect all students and to cooperate with emergency personnel. This may involve evacuation/moving students to a safe location away from the bus; assessing and assisting students who appear to be injured; or possibly locking down the bus.

In such cases, the closest staff member to the bus will be dispatched to the location to transmit critical information that parents will need. It is imperative to remember that the employees on board are dealing with the emergency at hand and are not able to take telephone calls.

Notifications

Please advise the New Image Building Services Gulf States Office in writing by e-mail at logistix@newimagegulfstates.com of any changes, etc.

This is a private agreement between New Image and the parents. The school should not be contacted, nor will they get involved in any correspondence or issues regarding this agreement.

If you are planning a vacation or know of a planned absence from school, i.e. an illness, please notify the bus office in writing.

If your child is not attending school, then you will need to contact both the bus monitor and the school directly. It is not our responsibility to inform the school of anybody who is absent.

In case of any change of your address/home location, please contact us a week before moving, regarding the availability of a seat for your child on the designated bus of your new location, (new

location map will be required). We do our best to accommodate address changes, however we cannot guarantee seats are available for the new locations. We also may not have service in the area you are moving to so please check with our office in advance.

New applications to ride the bus will be processed as soon as possible. Acceptance of new applications is based on seating availability and if there is service to the area. Applications will be accepted on a 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.

Disputes, Complaints and Concerns

For all disputes, complaints, and concerns parents are asked to inform us in writing by letter or email at logistix@newimagegulfstates.com

Violations

Should any of the above-listed rules be violated, New Image Building Services Gulf States LLC reserves the right to terminate the bus service to the violators with no refund granted to the terminated applicants.

TRANSPORTATION CONTACT & INFORMATION OFFICES

DESIGNATION	CONTACT PERSON	PHONE	EMAIL ADDRESS
FM and Transport Consultant <i>(logistics and Escalation issues)</i>	Jason Olley	5022 2557	j.olley@newimagegulfstates.com
Accounts & Payable <i>(for payments and contracts)</i>	Joy Ochoa	6665 9371	logistix@newimagegulfstates.com
Transport Manager <i>(for logistics and daily operations issues)</i>	Rey Evarle	6618 5928	r.evarle@newimagegulfstates.com
Transport Coordinator <i>(for logistics and daily operations issues)</i>	Mahmoud	70570590/ 31116272	cs.support@newimagegulfstates.com

NEW RIDER OLD RIDER

NAME OF SCHOOL: Oryx International School

SCHOOL YEAR: _____

STUDENT INFORMATION

No.	Last Name	First Name	Year	Class	Gender	Start Date
EX:	MOHAMMAD	RAMIZ	Y1	A-THAILAND	MALE	JAN. 05, 2025
1						
2						
3						
4						

PARENTS INFORMATION

Name	Email	Mobile & Home Phone Number
FATHER:		
MOTHER:		
EMERGENCY CONTACT:		

PAYMENT METHOD

TRANSPORTATION OPTIONS

<input type="checkbox"/> I WILL PAY BY BANK TRANSFER <input type="checkbox"/> I WILL PAY BY CASH <input type="checkbox"/> I WILL PAY BY CHEQUE Please make cheque paid to: New Image Building Services Gulf States LLC	<input type="checkbox"/> MY CHILD REQUIRES TWO-WAY TRANSPORTATION <input type="checkbox"/> MY CHILD REQUIRES ONLY MORNING PICK UP <input type="checkbox"/> MY CHILD REQUIRES ONLY AFTERNOON DROP OFF
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PICK-UP / DROP-OFF INFORMATION

AREA NAME	
ZONE NO.:	
BUILDING NO.:	
STREET NO.:	

IF NECESSARY, PLEASE DRAW OR SKETCH A MAP OF YOUR EXACT LOCATION ON SPACE PROVIDED, OR ATTACH A MAP (FROM GOOGLE MAP PRINT OUT)

If possible, please copy into this space the Blue-Plate Address details attached to your property, similar to the photo shown below.

Example shown (please remove and add your own)



MEDICAL CONDITION

DOES YOUR CHILD HAVE A MEDICAL CONDITION?

YES NO

IF YES, PLEASE EXPLAIN:

ACCEPTANCE RECEIPT

This is a transport contract for individuals which is subject to the relevant provision of the commercial law and laws of Qatar, transportation terms and conditions are not subject to negotiation.

I, (parent's full name) _____, hereby acknowledged that I have completely read and understood the school transportation enrollment package and agree to accept and comply with these regulations. I further acknowledge that I have communicated these regulations to my child(ren), particularly the bus behavior guidelines. Also, I hereby accept full responsibility of full semester payment of bus fees regardless to how many times my child used the bus service and/or should I fail to inform New Image Building Services Gulf States, LLC. of cancellation prior to start of bus service. should this application be accepted by New Image, I hereby authorized the company to provide transportation serve as communicated.

PARENT'S FULL NAME	SIGNATURE	DATE SIGNED

FOR OFFICIAL USE ONLY:	RECEIVED BY	DATE	REMARKS
BUS NO.	PICK-UP TIME:	DROP-OFF TIME	P/U & D/O LOCATION

Deliverables

Please ensure you have included the following with your submission. Any missing information could delay the start of your service.

1. Completed Transport Enrollment Package Application Form
2. Scanned Copy of main parent's QID for invoicing purposes
3. Photograph of the building's Blue Plate attached to your address for GPS purposes.