



Transport Services

Horizon International School



WELCOME NOTE

Horizon International School (HIS) has partnered with Guardian One Transport (G1) as the school's transportation provider. We aim to provide safe and quality transport service to Schools and Corporate, enabling HIS focus on their core activity - Education.

Our aim is to positively impact each student's day so they arrive at school ready to learn and be inspired. It's something we're committed to doing every single day.

We take great pride in bringing in international best practices and technology to support education by making sure children have safe and reliable transportation to the School and back home.

This welcome kit shall include all of the necessary information and forms which shall help you with your transport registration and onward journey at HIS.

What is in this packet?

- Our model
- Introduction to Guardian One Transport
- Transport Registration Form
- Terms and Conditions
- Area Change Form
- Discontinuation Form
- Student Undertaking Form



Innovation

Market leader of the region – introducing cutting-edge technology & best practices.



Acquisitions & Partnerships

We are very competitive in the market and have positive approach towards strategic relationships - acquisitions & partnerships.



Sustainability

In the pursuit of the ultimate school transport provider, we have developed a sustainable model of operation.



Result Driven Organization & Culture

We are a result oriented organization with focus on sustainable growth, cost & productivity, improving financial and operations outcomes.



“Coming together is the beginning, keeping together is progress and working together is success”

OUR MODEL

G1 operates the school buses through a sustainable framework which illustrates our integrated approach to manage the complexities of school transportation. The sustainable transport safety model consists of priority areas, identified hazards, technological measures and best practices such as controls, risk factors, consequences, residual risk and likelihood. We have a zero-tolerance towards safety concerns.



EMERGENCY SITUATIONS

At G1, the safety and well-being of every student remain our highest priority.

In light of the current changing situation, we have taken proactive steps to ensure that our transport teams are fully prepared to manage any unexpected circumstances calmly and effectively while students are on board.

We have reinforced the following across all our transport operations:

- **Enhanced Staff Training:**
 - All drivers and bus attendants have undergone additional training focused on emergency preparedness, situational awareness, and student safety.
- **Clear Emergency Protocols:**
 - Our teams are trained to follow strict procedures, including maintaining calm, ensuring students remain seated, and coordinating with our Operations Control Centre at all times.
- **Centralised Monitoring:**
 - All buses are monitored in real-time through our Operations Team to ensure quick response and support if required.
- **Strict Coordination with Authorities:**
 - Our operations remain fully aligned with UAE authorities, and all instructions from relevant agencies will be followed without delay.

Guidance for the Students



We kindly request parents to remind their children of the following simple safety practices while on the bus:

- Always remain seated with seatbelt fastened on while the bus is moving.
- Follow instructions given by the Bus Driver and Bus Attendant.
- Stay calm and avoid panic in any situation.
- Do not stand, shout, or move around unnecessarily.
- Speak to the Bus Attendant if they feel unwell or uncomfortable.

We appreciate your trust and cooperation. By working together, we can ensure a safe and smooth journey for every child.

The United Arab Emirates authorities continue to take all necessary measures to ensure the safety and security of all residents. We remain confident in the systems in place and are committed to doing our part responsibly.

Transport Fee Structure – Horizon International School

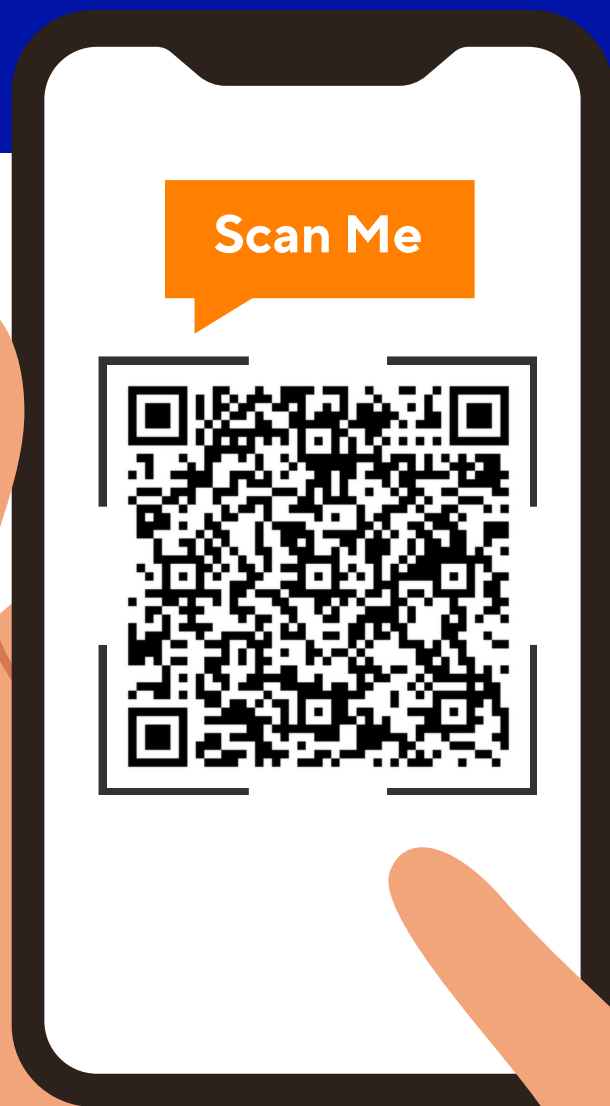
Two Way Fees

Zone	Area(s)	Annual Fees (in AED)	Term 1 September - December (in AED)	Term 2 January - March (in AED)	Term 3 April - June (in AED)
1	Al Barsha 1, Umm Suqeim, Al Safa	9,000.00	3,600.00	2,700.00	2,700.00
2	Springs, Greens, JBR, Business Bay, Arjan, JVC, JLT, Palm Jumeirah, Dubai Hills, Dubai Marina, Arenco Villas, Sheikh Zayed Road, Al Sufouh, Palm Jumeirah, Downtown Dubai, Greens, TECOM (Barsha Heights), Arjan	9,500.00	3,800.00	2,850.00	2,850.00
3	Al Hudaiba, Al Mankhool, Ras Al Khor, Mira Oasis, Serena Casa, Sustainable City, Gardens, Sports City, Arabella, Mudon, Satwa, Town Square, DAMAC Hills, Discovery Gardens, Al Furjan, Deira, Oud Metha, Bur Dubai, Al Hudaiba	10,000.00	4,000.00	3,000.00	3,000.00

One Way Fees

Zone	Area(s)	Annual Fees (in AED)	Term 1 September - December (in AED)	Term 2 January - March (in AED)	Term 3 April - June (in AED)
1	Al Barsha 1, Umm Suqeim, Al Safa	6,750.00	2,700.00	2,025.00	2,025.00
2	Springs, Greens, JBR, Business Bay, Arjan, JVC, JLT, Palm Jumeirah, Dubai Hills, Dubai Marina, Arenco Villas, Sheikh Zayed Road, Al Sufouh, Palm Jumeirah, Downtown Dubai, Greens, TECOM (Barsha Heights), Arjan	6,100.00	2,440.00	1,830.00	1,830.00
3	Al Hudaiba, Al Mankhool, Ras Al Khor, Mira Oasis, Serena Casa, Sustainable City, Gardens, Sports City, Arabella, Mudon, Satwa, Town Square, DAMAC Hills, Discovery Gardens, Al Furjan, Deira, Oud Metha, Bur Dubai, Al Hudaiba	7,500.00	3,000.00	2,250.00	2,250.00

Scan to Register for Transport Services



Instructions:

- 1** **Scan or click** on the QR code to access the registration portal
- 2** Read the terms & conditions and fill the transport registration form
- 3** After submission of the filled form, our Parent Relations Executive will get in touch with you with further steps to complete the registration



Guardian One Transport

Version: 1.0
G1/OP/01/01

Transport Registration Form

School: _____

School Year: _____

Service Start Date: _____

Area: _____

Pick up point: _____ Makani : _____

Drop off point: _____ Makani : _____

Photograph
of Student

PLEASE COMPLETE THE FORM (in capital letters and return to the transport counter at the School)

S.No.	Pupil No	Student Name	Gender	Date of Birth	Class	Student Emirates Id NO.

Parent / Guardian Name: _____

Parent's Emirates ID No: _____

P. O. Box: _____

Street Address: _____

E-mail: _____ Alternate E-mail, if any: _____

Tel No: _____ Office: _____ Residence Tel No: _____

Mobile Numbers: Father: _____ Mother: _____ Emergency Contact No: _____

For Office Use only

Type of Transport: Please tick (v)	New Transport ☐	Change of Area ☐	Service Cancellation ☐
New Route Number: _____	Route Name: _____	Foreman/ Transport Supervisor HR & Operations Executive	
Pick Up Point: _____	GPS Coordinates: _____		
Drop Off Point: _____	GPS Coordinates: _____		
Fees Range: _____	P.A. Total Fees (AED): _____	ID Card Issued Date: _____	

☐ I have read and understood the terms & conditions of Guardian One Transport and agreed to the terms and conditions.

Parent's Signature

Date



Terms and Conditions

A General

- Guardian One Transport operates the buses in compliance with the guidelines of regulatory authorities.
- All drivers of G1 are fully trained, holding RTA issued school bus driving licence and participate in our ongoing drivers' training courses. They undergo a minimum of 40 hours of Safe Drivers' Training Course, in a year.
- All buses have designated pick up and drop off points.
- 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.
- Children up to Grade 4 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. In case an adult is not available at the drop off point the children will be brought back to school and handed over to the School Administration. Parents should then pick the children from school.
- Written request, signed by the parent/guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
- Parents are required to inform the drivers / Operations Executive if a student is absent on a particular day. If a student does not want to use the return trip on any particular day the parent should give a written communication / send an e-mail to the Operations Executive.
- 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.
- Children with contagious disease are not permitted to travel in the bus.
- For safety reasons, eating and drinking on the bus other than water will not be permitted.
- For safety reasons, all passengers are prohibited to bring sharp or hazardous objects inside the bus. In case of such event that the passenger has brought an object which can be considered as a safety concern, the object will be confiscated by the Bus Attendant and same will be handed over to the respected School Authority.

- G1 reserve the right to decline provision of service. Allocation of bus facility will be based on the availability of seat in the bus plying in the area.
- All G1 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.
- 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.
- G1 may use e-mail id / mobile number of the parents for conveying messages / sending newsletter / circulars.

B. Registration for Transport Service

- All students who require the services of G1 shall apply in a prescribed form available on the website or at the school.
- The application form available on the website www.guardianonetransport.com or at the school counter should be completed and submitted by the parent. All asterisk marked columns must be filled up.
- Every transport user should have NFC Technology Identity Card in order to take the Electronic Attendance. **Student should always carry their ID card with them while travelling the G1 buses.** This is emphasised for the safety of the students.

C Payment of Fees

- Based on the filled up application form / online registration student will make payment of fees based on the fee structure applicable in the particular school.
- Transport fee is applicable and charged for ten months in an academic year, divided in three terms. Full payment for each term should be done irrespective of the number of working days.
- In case of new admissions during the term, after 15th of the beginning of the term, fee will be charged on pro rate from the date of start of service.
- Following options are given to parents for payment of fees –
 - Cash / Credit Cards at the G1 counter in the school
 - Cheque in favour of '**GUARDIAN ONE PASSENGERS TRANSPORT BY RENTED BUSES LLC**' at the G1 counter in the school
 - Standing Order for Auto Debit of Transport Fees



Terms and Conditions

5. If the transport fee is not paid before the fifth of the first month of the term service will not be available from the next day.

D Direct Payment by Companies

In case of direct payment of transport fee to G1 by the parent's Companies it should be informed at the time of registration. The Companies should be advised to make the payment latest by 10th of the first month of the term failing which the service will be declined.

E Dishonour of Cheques

1. AED 150/- will be charged in case of dishonour of cheques.
2. Only cash / credit card payments will be accepted in case of dishonour of cheques.

F Invoices

1. Invoices can be collected from the school / G1 counters at the time of payment.
2. The individual Proforma invoice shall be issued to those parents who will be getting re-imbursement from their employer.

G Transport Discontinuation

1. Transport Facility once availed will not be withdrawn during the term. No refund will be made for the unexpired portion of the term, in case of withdrawal from transport facility. In case of discontinuation due to transfer from school at least two-week notice should be given to the Representative in the specified form. In case of transfer a copy of the transfer certificate should be handed over to the representative of. In this case fee will be charged till the month (inclusive of the month) the student uses the service.
2. Discontinuation of transport facility for the ensuing term should be intimated in the specified form (available with at the counter in school / at the website) at least two weeks before the end of the previous term.
3. The fee shall be paid till the month the student leaves the school (inclusive of the month). If the payment is done for the full year or term refund will be done for the succeeding months.
4. In case of temporary discontinuation due to long leave for more than a month on medical grounds etc, a letter should be submitted from the Principal along with the discontinuation form, for the approval of competent

authority. No temporary discontinuation is permissible for the months of June, December and March.

H Transport Fee Refund

1. Fee refund is applicable only in cases where fees for more than one term have been paid by the parent and facility not availed for the succeeding term(s).
2. In case of temporary discontinuation on medical grounds the fee paid can be adjusted for the next term / month, if approved by the competent authority.
3. In case of discontinuation for any reason other than at the end of the academic year, a 'service charge' of AED 150/- is applicable. This charge will also be applicable for return of Post-Dated Cheques.
4. Refund shall be made only through account payee cheques (in the name of the parent who had initially paid or any person authorised by the parent) and not in cash.
5. Any adjustment for fee waiver / change of area shall be done by the third working day of the subsequent month.

J Area Change

1. The parents should provide the Area Change form (available at the G1 counter in the school / website) to the Representative of G1 in the school. The parent will be informed of the availability of seat in the bus plying in the new area.

Parents are requested to abide by the Terms and Conditions to ensure safe and comfortable journey for their wards.

Signature of the Parent

Date:



Area Change Form

Name of School.....

Name of the child

ID Number Class Section Bus Number

Address

Present Area for Pick Up / Drop Off

Area Change for Pick Up / Drop Off (Address)

.....

Change Location with effect from (Date) New Bus Number

Signature of the parent with name

E-mail Id :

Telephone: Office Mobile Residence.....

FOR OFFICE USE ONLY

Approval of Foreman of the School:

Copy : Finance Department

ACKNOWLEDGEMENT

Received application for Change of Area for –

Name School :

ID Number Effective Date

Foreman



Transport Discontinuation Form

Name of the School

Name of the child

ID Number Class Section Bus Number

Address

Transport service to be discontinued from (Date) To (Date)

Reason

Signature of the parent with name

Telephone: Office Mobile Residence.....

FOR OFFICE USE ONLY

Approval of Customer Care Executive, G1:

Copy : Manager Finance – G1

ACKNOWLEDGEMENT

Received application for discontinuation of transport service for –

Name School

ID Number Effective Date

Parent Relations Executive - G1

- NOTE:**
- a) Transport fee is charged and to be paid for a term.
 - b) No partial withdrawal during a term is permissible except on long absence from school which is to be certified by the Head of School.
 - c) Discontinuation of transport facility in the ensuing term is to be intimated in this form at least two weeks before the end of the term.
 - d) In case of discontinuation for any reason other than at the end of the academic year a 'service charge' of AED 100/- is applicable.
 - e) In case of discontinuation due to transfer from school or any other reason during the term at least two weeks notice to be given to the Customer Care Executive of G1. A copy of the transfer certificate shall be handed over to the Customer Care Executive of G1 who will give clearance. The fee shall be paid till the month the student leaves the school. If the payment is done for the full year or term refund will be done for the succeeding months.



Guardian One Passengers Transport By Rented Buses L.L.C

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