



# Transportation Enrollment Package



**SY 2017-2018**

Dear Parents,

Thanks for your interest in Transportation Services with Tri Logistics W.L.L.

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 submit to Tri Logistics Transportation Office.

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

Sincerely,

Tess Simbran  
Operations Manager  
Tri Logistics WLL

## CONTENTS OF THIS PACKAGE

### **Corporate Information**

- About Us
- Mission, Vision and Values

### **Transportation Information Package**

- Enrollment Policies
- Application Process
- Transportation Fees
- Invoicing and Payment
- Cancellation Fees

### **Transportation Regulations and General Guidelines**

### **Contact Information**

### **Application Form & Acceptance Receipt**

## **CORPORATE INFORMATION**

### **About Us**

At Tri Logistics we strive to provide superior services and solutions to our clients in Qatar that far surpass that of our competitors. With over 40 years of collective experience, Tri Logistics has become a leading organization in Qatar.

At Tri Logistics, we have always considered our integrity, reputation for ethical practices and respect for individuals to be among our most valued assets. Our reputation and performance depend on integrity and ethical conduct in dealings with clients, employees, shareholders, associates, vendors, communities and governments.

This is the essence of Tri Logistics' culture. This is what we stand for when we work with clients and in our relationships with employees, shareholders, communities and other stakeholders.

### **Our Mission**

Tri Logistics W.L.L. is a private company that is committed to setting and providing the highest standards in student transportation.

We accomplish this by working collaboratively with schools, parents and government departments. The safety and security of the students we transport is our primary focus and mission. Our commitment to these safety standards allows us to maintain the right balance of priorities.

### **Our Vision**

At Tri Logistics we strive to be a leader in transportation services by providing students with a safe and comfortable environment that ensures their well-being.

### **Our Values**

- Partnership and quality
- Objectivity and integrity
- Respect
- Corporate social responsibility

## **TRANSPORTATION INFORMATION PACKAGE**

### **Enrollment Policies**

Enrollment for transportation is on an annual basis. It is recommended that you submit your application for transportation to [info@trilogistic.com](mailto:info@trilogistic.com) at least one month prior to the start of school to ensure availability.

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

By submitting an application, this does not guarantee a seat is available or there is service to the area. Once your application is received, it will be processed and you will be notified as to whether or not we can provide service. All applications must be accompanied by a QR500 deposit. Upon acceptance of your application, this deposit will be applied against your first invoice. Submitting an application does not bind you to our Terms and Conditions, until you have been accepted to the school and had started to use the service.

### **Application Process**

Once we have received completed and signed Application Form (at the bottom of this contract), and 500 QARs deposit the following steps are taken:

All applicants' information will be entered on 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 on your area.

- Applicant's address is sent to driver to locate your residence (if not, you will be contacted for direction, in some cases we ask parents to meet us at a land mark or map for driver to follow to the house).
- Once located, applicants' names are added to 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/inform parents with the following:
  - (1) Bus number
  - (2) Time of pick-up & drop-off.
  - (3) Location/Bus Stop (for a stand-alone villa/house is in front of the house, in particular for smaller children were a grown-up must be accompanying 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 be contacting 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 contact us at +974 4459-1508.

### **Transportation Fees**

Transportation fees are billed and payable on a semi-annual basis (2-times in a school year). Fees are due within first day of the service.

**Annual Transportation Fees: QR 8,550/child per school year  
(including RFID-student attendance management (QR4,275 / semester))**

### **Invoicing and Payments**

**Fees are due upon receipt of invoice or before commencement of service. A due for payment will be indicated on the invoice. If we don't receive payment after ten (10) days, bus service for your child/children will automatically terminate. Late payment fees are calculated at QR10per day after due date.**

Tri Logistics can only accept cash or cheque payments at our Transportation Offices located within the schools. Cheque should be made payable to **Tri Logistics W.L.L.**

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

Account Name: **Tri Logistics W.L.L.**  
 Bank Name : **QNB (Qatar National Bank)**  
 Branch : **Corporate Branch**  
**P.O. Box 1000 (Doha, Qatar)**  
 Account No : **0013-022861-002**  
 IBAN No. : **QA09 QNBA 0000 0000 0013 022861 002**  
 Swift Code : **QNBAQAQA**

**NOTE: Please quote company name/full student name and school (with the bank transfer)**  
 Invoices will be issued for transportation fees to companies who cover such fees for their employees. Tri Logistics 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 that 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 update 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 of new application with deposits would be non-refundable. For private self-paying, no applications will be process without a deposit of QR 500/child | QR 500           |

Should you withdraw from service after 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"> <li>Parents are relocating outside of Qatar permanently;</li> <li>Students is transferring schools where service is not available;</li> <li>Illness of the student (with medical certificate);</li> <li>Sudden change of address where service is not available.</li> </ul> | Fees will be pro-rated by months and not to the number of days service had used, plus a cancellation fee of <b>QR 300riyals/child</b> |
| Cancellation fees for withdrawing from service which are none-of-the-above details – full semester fees applied or NO REFUND  | QR 4,275  |

To cancel service, please advise us in writing to [info@trilogistic.com](mailto:info@trilogistic.com) / [tsimbran@trilogistic.com](mailto:tsimbran@trilogistic.com) or by filling-out our cancellation form available through our offices.

### **Change of Address**

**It is strictly recommended that if you are considering a move to a new location and you do rely on school transportation that you check with us prior to see if service is available in the planned area(s).**

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:**

- Child must be ready on time and outside at the designated area for pick-up.
- Children between Foundation Stage and 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 Clubhouse pick-up, 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 to NOT drop off any young child unless there is an adult present to meet and pick 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 brought back to school where parents will be contacted to provide transportation home. **This rule is strictly enforced.**
- Teacher or teacher assistant escorts Foundation Stage and Key Stage 1 students to the bus parking lot in the afternoon dismissal. In addition, children are to be picked up from the bus on arrival to 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.
- If the school is dismissed earlier than the usual hours (please see school calendar for specific dates); buses will still depart 15-minutes after dismissal time.
- Compounds with big number of students will be assigned a bus stop within a 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 is strictly prohibited!**

### **Boarding and Disembarking the Bus:**

- All high school / middle school students are kindly asked to occupy the back seats on the bus. Please start with the very last seat and work forward. Foundation stage Students will start by occupying the front seats and work towards the back. Bus Monitor will provide assistance to foundation students on boarding, seating and disembarking.
- 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 in 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 necessary that bus monitor will change the seating on the bus if there is a conflict between one or more students. Priority of the front seats is always given to foundation and younger students.

### **BUS RULES & 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:**

- Remove/loosen or refuse to wear seatbelts while inside the bus.
- Change seats, stand or move around the bus.
- Shout, yell, speak in loud voices or use profane or vulgar language.
- 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 to remain seated in seatbelts at all times and keep all body parts inside the bus.
- Exit from or enter via any means but the bus door.
- Fight, tease, bull 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.
- Mark or vandalize the bus on the inside and/or outside.
- Destroy or cut the seats cushion, window tint, curtains and seatbelts.
- Play loud music. (Music players- ONLY with earphones are allowed).
- Eat or drink on the bus. **Only drinking water is permitted.**
- Carry any type of weapon, which includes sharp objects, pocket knives, etc.,
- Carry any prescribed medications without prior notification and approval of our office.
- Leave trash on the bus seats and floors.
- Leave the bus or get-off once boarded. **The bus will only wait 15-minutes from the school dismissal time.**
- Treat or address fellow students, the bus monitor or the bus driver disrespectfully or discourteously.
- Request the bus driver to stop at any undesignated bus stop.
- Be dropped at any other stop other than their designated stop without written permission from a parent.
- Ride on any other bus at any time.
- Bring friend/s to ride in the bus at any time. **This rule is 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 misbehaved 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 between where 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 case, re-applying for the bus service for the following year will be on a Probation Contract.

**Please instruct your children to adhere by the following 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 Tri Logistics buses:

- All Tri Logistics 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 Tri Logistics logo. They also have an identification card which is to be displayed around their neck at all times.
- 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 to keep the students safe at all times. **Unfortunately, Tri Logistics will not provide drivers and monitors contact information to parents, they should call the transportation office number at 4459-1508 or the in-charge admin staff for school transportation.**
- Bus Monitors are on board to ensure the safety of each and 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 that are on board.
- Our staffs do not know all of the teaching and other staff within the schools. 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 or disburse information such as route sheets, etc., as it contains most confidential information.

- Parents and/or guardians are asked to refrain at all times 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 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.
- Parent's disputes must be resolved in private with not interference or involving any of the bus riders and Tri Logistics W.L.L., and 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 any disagreement occurs on the bus between two children, the parents must immediately inform the management of Tri Logistics and vice versa. Tri Logistics 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.
- Tri Logistics does not permit eating or drinking on its' buses. Water is allowed to be consumed by student(s). While this partially assists in keeping our buses clean, the primary reason for this is for safety (i.e. choking) and in the event 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 which 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**

Tri Logistics 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 our Emergency Procedures, please send us your request at [tsimbran@trilogistic.com](mailto:tsimbran@trilogistic.com)

- In the event of a serious accident, illness and/or emergency parents will be notified immediately. 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 Tri Logistics Emergency number. In the event of emergency, the Tri Logistics Office Staff will notify parents and the school.
- During an emergency and dependent 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 lock-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 in a position to take telephone calls.



## Notifications

Please advise the Tri Logistics Office in writing by e-mail [atinfo@trilogistic.com](mailto:atinfo@trilogistic.com) / [tsimbran@trilogistic.com](mailto:tsimbran@trilogistic.com) of any changes, etc.

- 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.
- 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 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 [info@trilogistic.com](mailto:info@trilogistic.com) / [tsimbran@trilogistic.com](mailto:tsimbran@trilogistic.com)

## Violations

Should any of the above-listed rules be violated, Tri Logistics W.L.L. reserves the right to terminate the bus service to the violators with no refund granted to the terminated applicants.

## TRANSPORTATION ADMIN STAFFS CONTACT INFORMATION & OFFICES

| SCHOOL  | TIME                  | CONTACT PERSON   | PHONE                  | E-MAIL ADDRESS              |
|---|-----------------------|--|------------------------|-----------------------------|
| Doha College<br>(Al Waab &<br>West Bay)           | 7:00 AM -<br>3:00 PM  | Ms. Karen Jane Gosmo<br>(Sunday - Thursday)<br>@ Transport Office-Abu Hamour | 3342 6998              | dohacollege@trilogistic.com |
| Doha English<br>Speaking<br>School                | 7:00 AM -<br>3:00 PM  | Ms. Karen Jane Gosmo<br>(Sunday - Thursday)<br>@ Transport Office-Abu Hamour | 3342 6998              | dess@trilogistic.com        |
| ACS Doha  | 7:30 AM -<br>10:30 PM | Ms. Maricor Almonte<br>(Every Thursdays)<br>@ ACS Reception Office           | 5546 5373              | acs@trilogistic.com         |
| Sherborne<br>Qatar (Bani<br>Hajer & Al<br>Rayyan) | 7:30 AM -<br>1:30 PM  | Ms. Shirlyn Tubello<br>(Every Sundays)<br>@ Sherborne                        | 3306 8603              | sherborne@trilogistic.com   |
| Compass<br>International<br>School Doha           | 7:30 AM -<br>1:00 PM  | Ms. Shahani Gallego<br>(Sunday - Thursday)<br>@ Transport Office-Abu Hamour  | 5532 8456              | compass@trilogistic.com     |
| Arab<br>International<br>Academy                  | 7:30 AM -<br>1:30PM   | Ms. Ellen Evangelista<br>(Sunday - Thursday)<br>@Arab International Academy  | 7409 5961<br>3348 2282 | aia@trilogistic.com         |

