

TRANSPORT POLICY

TERMS AND CONDITIONS

1. Fees and Payments

- 1.1. The subscription for the transportation service is annually (per academic year). The total annual transportation fee is dependent on the zone (see map on website) that the family lives in:
- Zone A - EUR 5.500 including VAT
 - Zone B - EUR 6.500 including VAT
 - Zone C - individualised offer
- 1.2. Payment terms are in two instalments, 24th August 2021 or immediately after signing the agreement. The second instalment is due on the 4th of January 2022. A separate invoice will be sent by e-mail for each payment.
- 1.3. The billing amount will be calculated pro rata when starting transport service during the course of the Academic year.
- 1.4. We provide a 20% sibling discount. This will be applied to the fees of all the additional siblings after the first full paying child.
- 1.5. Transport for the Co-Curricular Activities (CCAs) will be invoiced separately. The normal rate is EUR 18,50 including VAT per trip, however, students using regular transport get a discount and pay EUR 12,50 including VAT. The service is booked and invoiced per term.
- 1.6. Transport for the After School Care Programme (ASCP) will be invoiced separately. The normal rate is EUR 18,50 including VAT per trip, however, students using regular transport get a discount and pay EUR 12,50 including VAT. The service is booked and invoiced per term.

2. Cancellation Transport Services

- 2.1. Transport service can be terminated by a written request to the school not later than 30 of November 2021 for the second term (Jan-June period). If cancelled before December 1, 2021, the second payment term will not be invoiced.
- 2.2. Contract renewal conditions for the next academic year will be communicated prior to the end of the current academic year. Pricing is fixed for the 2021-2022 academic year.
- 2.3. Pricing could be subject to change with regard to the next academic year, in which case you would be presented a new contract.

3. Suspension Transport Service

It is not possible to suspend or freeze the transportation service for a short period of time, with exception of the two points mentioned under 'Refund.'

4. Refunds

Refunds are only applicable in case of:

- 4.1. A force majeure such as government imposed COVID-19 measures. This means you will receive a credit note pro rata.
- 4.2. In case of a long-term sickness of more than 30 days. Parents can request a partial refund after the 30 days of illness, and this will be evaluated case by case. The first 30 days will not be refunded under any circumstances.

OPERATIONAL INFORMATION

Door-to-door student transportation will be provided on Business Days to be executed by as many drivers and vehicles needed to provide the service

- with a maximum of 7 students per vehicle;
- with a maximum driving time of 45 minutes one way including waiting times.

The pricing is based on

- luxury vehicles;
- TX certification;
- luxurious appearance of the drivers;
- the distances that supplier has to ride.

Pick up and drop off times at Amity International

Category	Drop off Mon – Thur	Pick up Mon – Thur	Pick up Fri
Early Years & Primary Years	08:30 (class starts at 8:40)	15:00 (class ends at 15:00)	12:30
Middle Years & Senior Years	08:05 (class starts at 08:15)	15:30 (class ends at 15:30)	12:30

Maximum driving time per student per one way is 45 minutes including waiting time. During the first week of transport, you will receive information on your child's specific route and estimated pick up and drop off times.

We aim to have separate transport times for Primary and Senior school; however, we cannot guarantee that the students will be in different vans. This depends on the number of students per year group. Individual pick up and drop off times will always be communicated.

After School Clubs: Additional pick-up times only to be arranged in a later stage if a sufficient number of students needing the transportation participate in after school clubs and no additional vehicles are needed to provide a second pick up time.



TRANSFERS AND SAFEGUARDING

5. Bus regulations for students

- 5.1. Every student must sit in the seat designated by the driver.
- 5.2. Students remain in their seat while the vehicle is in motion.
- 5.3. Students must wear a seat belt. EY1 and EY2 students will use a child seat with a 3-point harness provided by their parents.
- 5.4. Eating and/or drinking is not allowed in the vehicle.
- 5.5. Students do not put their feet on the seat in front of them.
- 5.6. Students should never open the vehicle door (which is on child lock at all times), the driver will open the door for the student.

6. General information

- 6.1. Any changes to the pick-up and drop off information have to be communicated with the school's reception desk via reception@amityamsterdam.nl. Same day early morning adjustments (prior to 8 am) have to be communicated directly with the Transport Manager via 0625318962. Please do not make arrangements directly with the driver. The School and Transport Manager always need to be informed.
- 6.2. The driver is responsible for the behaviour and safety of the students.
- 6.3. The minimum age for use of this service is 3 years old (EY1).
- 6.4. EY 1 and EY 2 students (age 3 – 5) must have a 3-point safety harness child seat provided by their parents. Parents/Guardians will give the car seat to the driver on the first day of pick up and the driver will keep this and install it properly for the student. At the end of the academic year or when the service is cancelled, the child seat will be returned to the family.
- 6.5. From EY 3 and up (age 6 and up) parents may choose to provide a child seat, but it is not mandatory.
- 6.6. All passengers are to wear seatbelts at all times, to be checked by driver.
- 6.7. There is a liability insurance up to 5 million euros secured through the Supplier for when the students are in the vehicle. On school grounds once out of the vehicle, students are covered by Amity Amsterdam's Liability Insurance.
- 6.8. Any incidents on the bus that driver has to report:
 - a. Driver reports to the Transport Manager on the day of the incident.
 - b. The Transport Manager reports to Amity Amsterdam's Operations Manager within 24 hours of the incident report from the driver.
- 6.9. Any incidents on the vehicle that students or parents want to report can be reported directly to the transport phone number: 0625318962. For general complaints, parents can also reach out to the school's receptionist via reception@amityamsterdam.nl who will report the incident to the Operations Manager. In case of serious complaints, the Operations Manager will deal with the complaint directly. The Transport Manager and AMITY Operation Manager will inform each other of any complaints within 24 hours of the initial report.

7. Transfers

- 7.1. During the first week parents receive an information sheet with driver, vehicle and routing information as well as a direct phone number to inform the driver in case the service is not needed on that day.
- 7.2. Maximum waiting time for pick up at an address is 2 minutes, the child should be prepared and ready when vehicle arrives.
- 7.3. If parents do not need transportation due to illness, parents will contact the transport company in a timely manner to inform the driver via 0625318962. This number will be used to call or preferably text message with name and vehicle number. In case of text messaging there will be a direct confirmation response by supplier.
- 7.4. Student Transport drop off and pick up location will be front of the school in front of the main entrance. For drop off and pick up location at the school please refer to the attached floor plan. The Driver will make sure all students are handed over to Amity Staff and inside the school building before leaving. At the start of the project, we will arrange an extra staff member on location to oversee the startup of this procedure. Amity Teaching Assistants will meet the children in the School's Atrium to take them to their classroom. The Teaching Assistants will also hand them over in the Atrium in the afternoon for pick up by the driver. All teachers will be provided with an overview of which students are using school transport.
- 7.5. All vehicles will be recognizable through Amity Branding and be clearly marked with a number. Students, class teachers and parents will know the vehicle number.
- 7.6. Amity Amsterdam intends to establish a certain level of stability in terms of the drivers to ensure a consistent service. Normally a student has the same driver making the service more reassuring and familiar, especially for (younger) students and their parents.
- 7.7. If we run after school clubs and many of the children that use the service opt to participate in the clubs, the Supplier is open to provide a second pick up time one hour later than the usual pick-up time. This should however not result in the need for extra vehicles whilst driving the same student numbers.
- 7.8. The route to school and home address can be changed by the transport company.

8. Safeguarding

- 8.1. Drivers are well trained, VOG licensed, and they are aware of Amity's safeguarding policy. If parents have special requests or do not want their child to be helped in the vehicle by the driver, they are free to inform the driver and do this themselves.
- 8.2. Drivers all have a specific personal transportation driver VOG which would not be granted if there are any health or sight problems or any criminal record affecting the ability to be a trustworthy driver. This includes any private traffic violations such as excessive speeding or alcohol/substance use while driving.
- 8.3. All vehicles will be equipped with a Track & Trace system, real time monitoring by Amity in the future. Currently, the school has direct access to the location of the vehicles via the Transport Manager.

8.4. Any safeguarding issues will be immediately reported



by drivers to their direct transport manager who will



directly report to the Operations Manager (always within 24 hours). The Operations Manager will consult Amity's safeguarding officers immediately.

- 8.5. The Transport Manager will have a weekly evaluation with all drivers.
- 8.6. When students are dropped off at home, the driver ensures that they are safely with a care giver. The parent/guardian has to open the door of the house otherwise the student child is not released. In case an older child arrives at an empty home, driver does not leave until child has opened the door and is inside.
- 8.7. Single students (first one to pick up or last one to drop off) on vehicle will always sit in the back seat creating separation between driver and student.
- 8.8. All drivers are first aid trained.
- 8.9. If there is an accident en route the bus driver contacts the Transport Manager, who will immediately contact AMITY Operations Manager. AMITY Operations Manager informs the parents.
- 8.10. Vehicle doors are on child lock at all times
- 8.11. If a parent has the wish to have their child dropped off at the home address of another student who is part of the same route, in order for the driver to release the student there has to be written communication with AMITY first and the address has to be included/planned on the same route.
- 8.12. In case there is nobody home at the drop off address, the driver will call the parents. In the worst-case scenario, the driver will take the child back to school and parents will need to pick up the child by themselves and AMITY will charge an additional fee of 100 euro plus VAT.

9. Additional Services

- 9.1. A VIP fleet of vehicles is fully available to the Amity community. Quality and service levels will be kept to a much higher standard than the average taxi company.
- 9.2. Additional VIP private transport services at a competitive rate can be ordered directly via 0625318962.
- 9.3. For the Amity community a discount of 15% on the standard rate per one way trip is applied.
- 9.4. 24/7 flexibility regarding non-planned rides

TECHNICAL INFORMATION

1. Vehicles

We only use luxury vehicles:

- Mercedes V-Class
- Mercedes E-Class
- Tesla
- And/or Vehicles comparable to these

10. Service

- 10.1. Drivers will wear a suit.
- 10.2. Vehicles are recognizable due to Amity branding
- 10.3. Regular drivers for the children as much as possible
- 10.4. Corona proof measures:
- Complete disinfection once a week
 - After every school ride, the vehicle is cleaned with alcohol-based solution
 - Hand gel available for the students

11. Quality

- 11.1. TX certification (quality control).
- 11.2. Transporter does not partner up with subcontractors. All rides are carried out under direct supervision of Amity and the Transport Manager.
- 11.3. If there is (besides regular school transport service) a special request from the parents to transport their child(ren) individually or any other transportation needs, this can be provided instantly at a competitive rate.
- 11.4. We will not fill the vehicles to maximum capacity so that there is always availability for new registrations and quick enrollment with a maximum waiting time of one week.

12. Amity Branding

- 12.1. Amity Logo on driver tie.
- 12.2. Amity Roof lights or other visible branding

FREQUENTLY ASKED QUESTIONS

What will happen if services cannot be carried out due to the COVID-19 impact? Will we get reimbursed (or if a child is sick for a longer period of time, etc.)?

We will not be able to refund payments that are already made UNLESS there is a force majeure (such as COVID-19 Measures making it impossible to offer or use transport services) or if your child is ill for an extensive period of time. Short term absence will not result in a refund, however individual cases will be reviewed if a child is ill for a longer period of time (over 30 days) or there are exceptional circumstances.

If we decide to start using the service later in the year, will the price change?

If you start service later this year, you will be invoiced pro rata.

Can we have a trial period of a month?

A trial period of one month is not possible. However, we invoice twice per academic year so you could cancel the services before January and not be billed for the second half of the year. Please keep in mind the notification periods mentioned in this contract.

The maximum transport time is 45 minutes, but I need to have a more precise idea of the duration (morning and afternoon) before committing to a contract. Is this possible?

The exact driving time will be confirmed to you once the route is final. Before sharing this information, we need to ensure we have the details of all families that want to participate. The Transport Manager has confirmed that no transport will take longer than 45 minutes.

Can the company offer us temporary transport while waiting for the official route to be created?

If, for any reason, we experience some delay in the start-up of the service, you can contact the Transport Manager directly and he will arrange private transport at a competitive rate for the time being.

His phone number is +316 14 44 67 42 and his name is Mr. Zekai Selamat

When will the data about the routes be shared so I can cancel my private driver?

Our Operations Manager will be in touch with you after booking the service to discuss the timelines. We try to have the service up and running the week after signing the contract, depending on availability.

When can I use the 15% discount for the VIP service?

The Amity community gets a discount of 15% on the standard rate for all the trips they order for this service. Additional VIP private transport services can be ordered directly via +316 25 31 89 62.

When are you eligible for the 20% sibling discount?

We provide a 20% sibling discount. This will be applied to the fees of all the additional siblings after the first full paying child.