



Transportation Policy

Adopted August 2021

The American English Academy (“AEA” or “school”) is committed to offering students a safe, reliable, and professional transport service. Therefore, the school has entered into an agreement with an authorized transportation provider (BG Trans OOD) and ensures that they deliver acceptable standards on all school buses.

1. Responsibilities of the Transportation Company and the School

- 1.1. School transport shall apply for the transportation of students from Monday to Friday, from stops located close to their homes along predetermined routes to the AEA facility and from the AEA school facility to the same stops along the predetermined routes. The transportation company will make every effort to pick up and drop off the child at their door step, but if not possible the school reserves the right to specify pick up and drop off points.
- 1.2. The transportation company shall determine the exact route and timings for pick up and drop off. However, it must be clearly understood that the first child to be picked up will not necessarily be the first to be dropped off.
- 1.3. The transportation company has the right to alter routes, move students from one route to another, or change the designated pick-up time after giving notice of not less than one week to affected students.
- 1.4. The transport service is ensured by vehicles that:
 - Comply with the Ministry of Transport, Information Technology and Communications regulations for specialized transport of children.
 - Are equipped with seat belts for all seats, which are obligatory for use during movement.
 - Comply with all requirements related to traffic safety and the existing legislation related to traffic and passenger transport.
 - Drivers of which have the necessary qualifications and experience.
 - Have insurance for all seats in their vehicles.

- 1.5. Bus attendants will be present on every school bus.
- 1.6. In case of an unexpected delay (more than 7 minutes in the morning and 20 minutes in the afternoon) due to heavy traffic or other unforeseen circumstances, the bus attendant will inform the parents on the referred mobile numbers.
- 1.7. Neither the bus company nor the school will be responsible for loosing of any items left on the bus.
- 1.8. The bus company will ensure that its buses are both clean and safe.
- 1.9. The buses are fitted with GPS tracking devices.

2. Responsibilities of Parents and Students

- 2.1. Parents are obliged to provide AEA with pick-up/return address, two mobile numbers, and appoint a person authorized to pick-up and return the child.
- 2.2. Parents are requested to bring the students to the pick-up point at least 5 minutes before the designated pick-up time of the bus, and also to be at the pick-up point at least 5 minutes before the specified drop-off time to avoid delay for the remainder of the students on the bus. To avoid delays and ensure all students get to the school on time, the bus driver **WILL NOT WAIT** for any child who is late more than 2 minutes beyond the designated pick-up time.
- 2.3. The buses will depart at the designated time from the school. Should a student miss the bus for any reason, then it will be the responsibility of the parent to come and pick-up the student from the school.
- 2.4. The bus attendants will not accompany any student from the bus to the front door of the student's home. A parent or appointed guardian must accompany the student from the bus to the front door of the student's home. For students whose parents have no objection to their child being dropped off without a parent or guardian receiving the student at the drop-off point, a written confirmation **MUST** be provided at the student's transportation service application.
- 2.5. If the child cannot be picked up by the appointed guardian, the child remains in the vehicle, the bus attendant contacts the parent and the child could be picked up from an additional appointed stop along the route. If the parent cannot be reached, the child will be returned back to the school building. It will be the responsibility of the parent to come and pick up the student.

- 2.6. In case a student will be absent and won't be using the school buses, the parent MUST notify AEA's Information desk or at transportation@aeasofia.com, at least one day in advance.
- 2.7. If a student desires to be dropped off at another stop after school, whether on the same or different route, then he/she or his/her parent/legal guardian should present a written request at AEA's Information desk or transportation@aeasofia.com. The request will be handed to the transportation company for approval. The student will be informed of the decision during the school day.
- 2.8. Parents must notify the school in writing of their desire to change to a different bus route at least two weeks in advance. The request will be handed to the transportation company for approval and will be accommodated if possible.
- 2.9. If a student causes damages to a bus then, the parent will be required to compensate adequately for the repair or replacement of the damaged item. The bus company will provide an incident report along with an invoice to be settled. The parent shall reimburse the cost of their repair in a maximum period of 30 (thirty) days.
- 2.10. The students will refrain from eating and drinking on the bus, except for water. The parent should instruct the child to behave in the vehicle, namely to use the safety belt, sit at his/hers place, not interfere with the driver, not shout, fight, pollute, or open the windows without the driver's permission.
- 2.11. The school may exclude any student from the school transport service in any of the following cases:
 - If a student violates any safety rule and endangers the lives of others during the trip.
 - If a student continues to cause disturbance and more than three written complaints are filed against him/her during one school year.

3. Fees and Payment Terms

3.1. The transportation fees are:

- 1545 euro/academic year, for round trip transportation
- 985 euro/academic year, for transportation in one direction

The fee for students who start using the service after the beginning of the academic year is calculated on a prorated basis (e.g., a student who starts using the service on the 20th of November has to pay the fee calculated over eight-month period - November to June)

- 3.2. The transportation fees are due in advance and are payable in full, up to 3 (three) working days before the start of the service provision date.
 - 3.2.1. If the school is closed because of restrictive measures related to COVID-19, AEA will reimburse the amount paid for transport for the months in which the school was closed. For example, if the school is closed at the beginning of November, AEA will reimburse the amount paid for transport from December until the end of the restrictive measures period.
- 3.3. Transportation fees are payable in full, irrespective of any holiday during this time.
- 3.4. If the fees are not paid in advance at the start of the payment period, the child **will not** be permitted to start using the service.
- 3.5. There will be no discount if any student opts to use the service only for few days of the month. This is because once a child has been assigned a seat on a bus, that seat is considered reserved for the entire period of the service.
- 3.6. If the transportation service is terminated, the parent is eligible for a refund of 80% of the remaining monthly fees (e.g., if the service is terminated in mid-November, the refund will be equal to 80 % of the payment for the months December to June of the current academic year).

4. Other

- 4.1. Valid shall be considered the Transportation Policy that is s uploaded at AEA's website: <http://aeasofia.com/>. AEA reserves the right to change this Transportation policy at any time and without prior notice.