

JG RaSher Transport

School Service Agreement

I. The Service

JG RaSher Transport shall provide comfortable, reliable and timely School Transport Service to its patrons as described in the quotations service details.

This Service Agreement shall form part of the quotation upon parents/guardians acceptance of the service. Acceptance or confirmation of the service can be made through

- a. Written CONFORME via email
- b. Affixing his/her electronic signatures
- c. Upon payment of RESERVATION

II. The Billing

For this service, the student / parents / guardians shall be billed a monthly service.

Monthly Service Fee will be due and collectible every 1st working day of the month. Should the due date fall on a Saturday, Sunday or Holiday the Service Fee will be collected immediately the following business day without any penalty.

Monthly Service Fee will be collected in the afternoon when the Student is returned home. We suggest that the payment be made ready so as not to inconvenience the other students on their way home. For those students who are only brought to school (ONE WAY), the Company Treasurer/Finance Officer will collect the payment on the due date.

The Monthly Service Fee is fixed regardless of class suspension, holidays or similar events that reduces the number of school days for the month / period.

The Company will not issue Reminders or Statement of Account to the parents/guardians to remind them of their obligations as this is also mentioned in the terms and conditions of the quotation.

A 5% penalty charge will be imposed for late payments.

III. Transferee

JG RaSher Transport will abide by the highest ethical principles and fair play. It forbids its Employees to entice, encourage parents, guardians or students already availing of other Operators school services from transferring. Nor will any Employee damage the reputation of other School Service Operators to get students to transfer. To ensure that JG RaSher Employees abide by this Code of Conduct. Transferee's will be required to secure a clearance from their current School Service provider before transferring.

IV. Termination

Both parties may terminate the existing Service Agreement at anytime during its implementation provided that there is a one(1) month written notice. Failure by the Customer to inform the Service Provider of the termination would mean forfeiture of the one (1) month advance payment.

V. Defaults

Should Parents/Guardians fail to settle the Monthly Service Fee, the balance of the reservation will be applied /used as payment. The Parents / Guardians will be informed of this in writing. If not settled, the service will cease immediately.

The venue for filing complaints against defaultees will be in the City of Mandaluyong.

VI. Others

Morning Pick-up

Students will be assisted / accompanied by a female or male conductor when boarding the Service Vehicle and will be assisted on their way down the service vehicle when they reach the school.

After Class

A Service Coordinator / Bus mother will gather the students and coordinate with the conductor when they reach the Service Vehicle.

Students nearest the school will be brought home first. All Students should be home on or before 6pm except for students with special trip arrangements.

We require parents to have their representative present when the child is dropped off at the Gate. The School Service will not leave until the child is safely inside his residence. If for ten(10) minutes the door/gate is not opened, your child will be requested to board the school service and brought to our office/home. We will assume that if no one answers the door/gate that no one is at home.

Notes:

The **School Service is fully air conditioned with safety belts** for each student. Students will be requested to put on their seat belts before the vehicle moves and should not be removed unless they arrive at their destination. Parents and Guardians are encouraged to help us impose this safety regulation.

The **Service Vehicle has a landline** which allows Parents/Guardians to call on the school service while in motion. The assigned land line numbers can be viewed from the Routing Table which will be emailed to you two(2) weeks after classes resume.

Waiting Time

In the interest of bringing the students home as early as possible, the waiting time is set at 15 minutes. The amount of time set should be enough even if the student was allowed to stay for few minutes to do school chores etc. In case the student is dismissed late, he/she should inform the School Service Coordinator so other arrangements can be made to bring the student home including delaying the school service's departure.

Parents will be informed of the School Service's late departure through VIBER.

Vehicular Accidents

The Management of JG Rasher Transport seeks to employ professional drivers to ensure the safety of the Students while on the road. However, accidents cannot be avoided, they can be caused by our own driver or others. The Service Vehicle used is Insured and the Passengers along with it. Conductors and Drivers will provide first aid treatment should the Student get hurt. A backup vehicle will be sent over to the site to bring the students to their destination without additional cost.

Suspension of Classes

Students will be brought home immediately to their respective homes as soon as suspension of classes is announced. If all the students have been brought to school, the School Coordinator will gather the Students to their usual staging area and accompany them to the Service vehicles when they are complete.

If the School Service is enroute to the School, those already on board will be brought back to their respective homes first, depending on the nature of the suspension and the time element involved. The Management of JG Rasher may send its backup service vehicle/s to the School to bring the rest of the Student home immediately. This value added service is free of charge.

Employer – Employee Relationship

There shall be no Employer - Employee relationship between the JG RaSher and the Customers it serve. All JG RaSher Employees are required to serve the needs of the Customers to the extent provided for by the service contract/agreement. Any request to the Employee other than what is indicated in the contract shall first be discussed with JG RaSher Management.

Business Ethics

No customer may hire any of the Employees of JG RaSher for the duration of the school year as this will severely impact its commitment to the School and Customers it serve. Any violation of such will be considered as unethical and will be grounds for filing a case of ECONOMIC SABOTAGE. The Penalties of which will carry the amount of Php 150,000.00 for the first month and will continue until the Management of JG RaSher finds a suitable replacement. In addition to the penalties, 25% Attorney's fees and all other legal expenses will be charged against the Customer.

Backup Service

A backup vehicle is on standby to service the Student in cases of emergency such as but not limited to the following:

- a) Suspension of classes because of storm, riot, public disorder or natural disasters.
- b) Primary Service Vehicle is undergoing repairs or maintenance.

VII. Acknowledgment

This is to acknowledge that I have read and understood the terms and conditions set forth by this School Service Agreement. My signature below authenticates this agreement.

Date Signed

Parent / Guardian
Name in Print

Jose Emmanuel D. Montoya
Owner / Operator
JG RaSher Transport