



ElJoSa Travel & Tours (PTY) LTD (2016/392192/07); PO Box 1256, Brackenfell, 7561; 9 Kiaat Road, Kraaifontein
Industria, Kraaifontein, 7570
Ph: (+27-21) 982 5249; Fax: 086 696 4988;
E-mail: info@eljosa.co.za; schoolroutes@eljosa.co.za; finance@eljosa.co.za
Website: www.eljosa.co.za

GENERAL LETTER AND BUS PROTOCOL 2021

1. Application Forms;
2. Passengers;
3. Routes and Schedules;
4. Payment Procedures;
5. Buses;
6. Satellite Tracking & Surveillance;
7. Traffic;
8. Breakdown;
9. Discipline on Buses;
10. Lost Property;
11. Correspondence;
12. General.

Initial:

1. Application Forms:

Complete the 2021 application form which you will find on our website www.eljosa.co.za (School routes) and email the signed document to schoolroutes@eljosa.co.za. Applications will be accepted on a first come, first served basis.

2. Passengers:

Every passenger's parent needs to **complete an application form and pay in advance.**

- Full time
- Other: (Ad hoc form on the website)
- Ad hoc, hostel and exam passengers:

The parent must identify a number of trips (E.g. 10) per month and pay for these trips in advance. The parent must inform the office 24 hours in advance, between 08h00 and 15h00, when the trips will be used.

schoolroutes@eljosa.co.za

NO afterhours requests will be granted. NO refund on these trips will be done when the next semester has started. NO child will be allowed on the bus unless the correct procedures have been followed.

- Name list:
 - The bus driver of each bus will have a list daily, which consists of all the pupils' names that completed and submitted the necessary forms. Each pupil's name will be ticked off when traveling on the bus;
 - This is for insurance purposes and NO child will be allowed on the bus when their name is not on the list;
 - It is not the driver's responsibility to ensure that the child is on the bus. It is the responsibility of the parent and pupil to ensure that he/she is on time and on the right bus.
- The bus drivers are not allowed to accept any money, envelopes or application forms on the bus.

3. Routes and Schedules:

- Please refer to our website www.eljosa.co.za to confirm pickup points and sport routes.
- The pickup, drop off points and time schedule may change due to requests from the traffic department or the number of children on a specific route.

Initial:

4. Payment Procedures:

4.1.1 Please refer to the pricelist for the rates and payment deadlines. Payment must be done in advance **before the 23rd of December 2020 for the first term of 2021.**

4.1.2 Payment is due before the 3rd of every month. If the office has no proof of payment on or before the **5th of every month your child will not be allowed on the bus.**

4.1.3 There are **ONLY** 2 methods of payment:

a. **Payments per Term** - (4 terms - paid before the 3rd of January, 3rd of April, 3rd of July and 3rd of October)

OR

b. **Monthly payments** - (12 months, paid before the 3rd of every month, January to December)

4.1.4 Payments must be made via electronic transfer or paid cash into the following account:

Account Name:	Eljosa Travel and Tours (PTY) LTD
Bank Name:	Nedbank
Branch Code:	118602
Account Number:	1186103876

4.1.5 Use your **child's name or account number** (for example PEMT001) as reference.

4.1.6 Should you require a tax invoice, please e-mail this request to **schoolroutes@eljosa.co.za & finance@eljosa.co.za**

4.1.7 Prices are subject to change.

Please note: Due to the fact that you are paying in advance, should the learner not be allowed on the bus (for reasons set out below) or you no longer require the school route services, there will be no refund for payments already made. A month's notice is required for cancellation.

During the exam times (June and November) and off weekends the afternoon bus schedule as well as the sport routes time will change. There are 7 different schools to take into consideration and there may be a waiting period for some pupils during this time schedule. The majority will be accommodated first. NO extra buses will be used during exam time or off weekends.

5. Buses:

The contract with the parents stipulates that we use Semi-Luxury buses without air-conditioning or heaters.

Initial:

6. Satellite Tracking and on-board camera

All the buses are equipped with satellite tracking and an on-board camera. Information on driving speed, departure and arrival times, road view, etc. can be closely monitored.

For the safety of our scholars and staff, surveillance equipment has been placed in all of our buses. This equipment may or may not be monitored at any time.

7. Traffic:

Although it is very important for us to keep to the specific time schedule, the travelling time may vary due to heavy traffic to and from Cape Town, especially on Fridays.

8. Breakdown:

In case of a breakdown a replacement bus will be sent immediately to finish the trip. The children should stay on the bus and only leave per the drivers instruction. In case of a delay in the time schedule, a SMS will be sent in the mornings as well as in the afternoons.

9. Discipline:

Please refer to the Eljosa School Route Protocol and read it thoroughly. If a learner harms another learner, Eljosa will not be held responsible.

10. Lost Property:

Eljosa will not be held responsible for any lost property.

11. Correspondence:

Always ensure that you have your child's name, surname as well as his/her account number (e.g. PEMT001), ready when you contact or correspond with the office.

12. General:

Procedures which you must follow before 30 November 2019:

- Complete an Eljosa Application Form;
- Email it to schoolroutes@eljosa.co.za;
- Send proof of payment to finance@eljosa.co.za.

Enquiries:

Wilma Sauls (General):	☎ 021 982-5249
Nadia Strydom (Finance):	✉ schoolroutes@eljosa.co.za
	✉ finance@eljosa.co.za
	8h00 - 15h30

<u>OPS:</u> 24 hour number:	☎ 083 608 5516
------------------------------------	----------------

Initial:



ElJoSa Travel & Tours (PTY) LTD (2016/392192/07); PO Box 1256, Brackenfell, 7561, 9 Kiaat Road, Kraaifontein Industrial, Kraaifontein, 7570
Ph:(+27-21) 982 5249; Fax:(+27-21) 982 7794;
E-mail: info@eljosa.co.za; schoolroutes@eljosa.co.za; finance@eljosa.co.za
Website: www.eljosa.co.za

ADDENDUM 1
ELJOSA SCHOOL ROUTES 2021
ElJoSa Bus Protocol

1. Learners must treat everybody with respect, especially those in a position of authority, including the driver and behave accordingly at all times. NO undermining behaviour will be tolerated.
2. Learners should behave courteously towards other passengers and towards the general public.
3. Learners may not cause fellow pupils any emotional or physical harm or intimidate them. NO vandalism to the bus and/or its property will be allowed. NO initiation is allowed on the bus. No cell phone videos or photos may be taken from anyone on the bus without their permission.
4. No alcohol, cigarettes, illegal substances or any other potentially harmful item such as guns, knives or other forms of defence items are allowed on the bus.
5. Learners must be seated at all times. NO walking or standing is allowed when the bus is moving. Safety belts must be worn at all times.
6. The misbehaviour of learners will immediately be dealt with by ElJoSa Travel and Tours in cooperation with the parents. No learner, who is found guilty, will be allowed on the bus in future. No refunds will be made.
7. The parent/guardian of a learner is liable to pay for any damage to the bus caused by that learner. ElJoSa will also request the learner concerned to render services to the company as compensation for damages.
8. Payments for transport must be made by the 3rd of every month or else the learner will not be allowed on the bus.
9. No loud music is allowed on the bus.
10. Junior learners have to sit in the first 6 rows of the bus.
11. Eljosa is not responsible for lost property.

We, the undersigned, accept and agree to adhere to all the rules, terms and conditions as listed above and have read and understood the general letter for 2021.

Parent (Print name):

Parent (Signature):

Banking Details: NEDBANK Branch code: 118602 Account: 1186103876

Directors: J.A.Horn (CEO), L. Fouché (COO), D.B. Meyer, J.H. Dammert, D. Rodrigues

Initial: