



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

TERMS & CONDITIONS 2022

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

1. Application Forms:

Complete the 2022 application form via the link on our website www.eljosa.co.za (under School routes). 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: (Adhoc booking link can be found on our website)
- Adhoc, hostel and exam passengers:

The parent must complete the Adhoc online booking form 24 hours in advance, between 08h00 and 15h00 (Monday to Friday).

NO afterhours requests will be granted. NO child will be allowed on the bus unless the booking and payment have been completed.

- 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 and bookings. 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 if 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 or any phonecalls from parents.

3. Routes and Schedules:

- Please refer to our website www.eljosa.co.za to confirm pickup points and sports routes. All sports routes must be booked via the online forms.
- The pickup, drop off points and time schedule are subject to change. Changes will be determined by requests from the traffic department, number of passengers per route, fleet requirements, etc.

4. Payment Procedures:

4.1.1 Please refer to the pricelist for the rates and payment deadlines. Payment must be done in advance **by the 25th of each month.**

4.1.2 There are **4** payment options:

4.1.2.1 Annual – via EFT

4.1.2.2 Per Term – via EFT

4.1.2.3 Per Month - via EFT

4.1.2.4 Adhoc – via SnapScan **only (EFT's will not be accepted for Adhoc payments)**

4.1.3 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

***No cash payments accepted at the office / Cheques not accepted**

4.1.4 Use your **child's name or account number** (for example PEMT001) as reference. Any payments received without the correct reference will result in non-allocated payments.

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

4.1.6 Prices, routes, fleet and times 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 of fulltime clients.

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 a number of 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. Fleet:

We make use of Semi-Luxury buses **without** air-conditioning or heaters. We also make use of our small vehicle (VW Jetta) for routes where there are less than 5 passengers.

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 inbound and outbound, especially on Mondays and Fridays and particularly on days with heavy rain. Load shedding schedules also grossly affect travel time.

8. **Breakdown:**

In the event of a breakdown, a replacement bus will be dispatched immediately to finish the trip. The children should stay on the bus and only leave per the driver's instruction. Any delays longer than 15 minutes will be communicated to parents **via email**.

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. All lost property is disposed of as per our internal policy.

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:**

Finance and Administrative Enquiries:

Wilma Sauls (General):	✉ schoolroutes@eljosa.co.za
Nadia Strydom (Finance):	✉ finance@eljosa.co.za
Office Hours:	8h00 - 15h00 ONLY (Monday to Friday)
School Routes Cell number:	062 174 3866
	5h00 – 19h00 (Monday to Friday)



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ADDENDUM 1

BUS PROTOCOL 2022

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 2022.

***To be signed online via the Application Forms 2022 link**

Banking Details: NEDBANK Branch code: 118602 Account: 1186103876
Directors: J.A.Horn (CEO), L. Fouché (COO), D.B. Meyer, J.H. Dammert, D. Rodrigues