



CHARLIE

KIDS TRANSPORT

Transporting the future



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charliekidstransport@gmail.com

CHARLIE KIDS SCHOOL TRANSPORT FEES POLICY & PROCEDURE

1. Policy Statement

Charlie Kids Transport Services is committed to providing safe, reliable, and professional school transport. To ensure efficiency, parents must adhere to the fee structure and payment obligations outlined in this policy.

Parents who enroll children in Charlie Kids Transport assume both a moral and legal obligation to meet transport fee payments promptly.

2. Parent Responsibility

Parents must familiarize themselves with the transport fees and payment deadlines.

Parents are required to notify Charlie Kids if experiencing difficulty in meeting obligations.

Failure to meet obligations may result in suspension of transport services.

3. Company Responsibility

Charlie Kids Transport will:

Review and adjust fees periodically to reflect operating costs (fuel, staff, insurance, vehicle maintenance).

Provide adequate notice (minimum one term or 4 months) before any changes in fee structure.

Ensure transparency and confidentiality in handling fee matters.



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4. Fees Levied by Charlie Kids Transport

Registration Fee – KSh 5,000 (one-time, non-refundable).

Caution Fee – KSh 10,000 (refundable at year end if no damages or outstanding balance).

Insurance Fee – Annual fee per child, covering passenger liability.

Family Card Fee – KSh 2,000 per family (annual).

Replacement Fee – KSh 1,000 for lost/damaged cards or passes.

Transport Fees – Based on zone distance and whether one-way or two-way transport.

5. Billing & Payment Schedule

Invoices are issued before the start of each term.

Fees must be paid in full before service begins (or by the 5th for monthly plans).

Late Payments: Grace period of 5 days. Penalty of KSh 500 per week thereafter.

Suspension: Transport paused after 1 week unpaid.

Reinstatement: Requires full settlement plus penalties.



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6. Withdrawal & Refunds

Parents must give 2 weeks' written notice for withdrawal.

Refunds are only applicable for caution fee (if conditions are met).

Registration, insurance, and family card fees are non-refundable.

No refunds for missed days due to illness, absence, or school closures.

7. Mode of Payment

Payments can be made via:

Bank transfer (official account details shared in invoices).

M-Pesa Paybill.

Cheque (in favor of Charlie Kids Transport Ltd).

No cash payments accepted.

8. Confidentiality

All matters relating to fee payments, arrears, or inability to pay are treated confidentially.



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9. Acknowledgement

I / We have read and understood the Charlie Kids Transport Fees Policy & Procedure, and agree to comply with it

Parent/Guardian Name: _____

Signature: _____

Date: _____