

Effective Date: May 2025

Applies To: Students, Parents/Guardians, and Authorized Riders Bconvoy is committed to providing safe, respectful, and efficient school transport. To maintain high standards, all passengers and their guardians must follow these conduct and safety guidelines.

1. General Conduct

Riders must behave respectfully toward drivers and other passengers. Use of inappropriate language, bullying, or any form of harassment is strictly prohibited. Riders should remain seated with seatbelts fastened for the entire trip. Physical violence, loud shouting, or distracting the driver is not allowed.

2. Pick-Up and Drop-Off Etiquette

Be ready at the designated pick-up point at least 5 minutes before the scheduled time. Guardians must ensure a responsible adult is present to receive the child at drop-off (if required). Drivers are not allowed to wait for more than 5 minutes at the pick-up location.

3. Safety Rules

Seatbelts must be worn at all times during the ride. Hands, arms, and heads must be kept inside the vehicle at all times. Do not tamper with the vehicle doors, windows, or safety equipment. Follow all instructions given by the driver regarding seating or behavior.

4. Personal Belongings

Riders are responsible for their own belongings. Bconvoy is not liable for lost or damaged items. Avoid bringing hazardous, sharp, or distracting objects into the vehicle.

5. Eating and Drinking

No eating or drinking is allowed during the ride unless medically necessary.
Water in a spill-proof bottle is permitted.

6. Electronic Devices

Mobile phones or tablets may be used with headphones and at a low volume.
Taking photos or videos of other riders or the driver is prohibited without consent.
Gaming or music should not distract the driver or others.

7. Reporting Issues

Any issues or incidents must be reported immediately to Bconvoy through the app or the support contact. Bullying, inappropriate conduct, or unsafe behavior will be taken seriously.

8. Disciplinary Action

Violation of these guidelines may lead to: Verbal or written warnings to guardians
Temporary suspension from using the service
Permanent removal from the Bconvoy platform in severe cases

9. Parental Responsibilities

Ensure your child understands and follows these guidelines. Keep your contact information updated in the Bconvoy app. Notify Bconvoy of any changes in pickup/drop-off locations or emergency contacts.

10. Emergency Situations

Drivers are trained to follow emergency protocols and contact guardians immediately. Passengers should remain calm and listen to the driver's instructions. Contact Support For questions or concerns, please contact: Email: [admin@bconvoy.co.za] Phone: +27734822732]