

GENERAL TERMS AND CONDITIONS

School Transport Service - School Year 2026-2027 Lycée Français International Marguerite Duras - Ho Chi Minh City

Service provider	F&S Travel Ltd / Công ty TNHH Du Lịch F & S
Address	353/7A Bình Quới, P. Bình Quới, TP. HCM
Email	contact@md-bus.com
Business registration number	0313196671
Operations Director	Nguyễn Tường Anh Stéphane

English version - contractual document to be accepted during online registration.

Article 1 - Purpose

These General Terms and Conditions set out the conditions under which F&S Travel Ltd / Công ty TNHH Du Lịch F & S, hereinafter referred to as "F&S Travel", organises and provides a school transport service for students of the Lycée Français International Marguerite Duras in Ho Chi Minh City for the 2026-2027 school year.

The service consists of transporting registered students between pickup points defined by F&S Travel and the school, according to the lines, schedules, routes and operating conditions determined by F&S Travel.

The contract is entered into directly between F&S Travel and the parents or legal guardians of the registered student.

Article 2 - Identification of the service provider

The service is provided by F&S Travel Ltd / Công ty TNHH Du Lịch F & S, a company registered in Vietnam under number 0313196671, with its address at 353/7A Bình Quới, P. Bình Quới, Ho Chi Minh City.

Legal representative: Nguyễn Thị Hồng Bích. Operations Director: Nguyễn Tường Anh Stéphane. Operational contact: contact@md-bus.com.

F&S Travel may use partners, subcontractors, coach operators, drivers, bus attendants, coordinators or technical providers for the performance of the service. F&S Travel remains the contractual point of contact for families and is responsible for the overall coordination of the service.

Article 3 - Registration for the service

Registration for the school transport service is completed through the official website set up by F&S Travel or by any other means officially communicated to families.

To be valid, the registration must include the following:

- complete information about the student and his/her class;
- contact details of the parents or legal guardians;
- the residential address or requested pickup point;
- the requested plan: round trip, or one-way trip when this option is open;
- a recent photo of the student;
- contact details of the persons authorised to pick up the student;
- any information useful for the child's safety during transport;
- acceptance of these General Terms and Conditions;
- payment of the amount due within the indicated deadlines.

Registration is final only after validation by F&S Travel and receipt of the corresponding payment.

F&S Travel reserves the right to refuse or defer a registration, in particular in the event of an incomplete file, non-receipt of payment, insufficient capacity, an address located outside the served area, or if the route organisation does not allow pickup under reasonable conditions of safety and punctuality.

Article 4 - Duration of the contract

The contract is entered into for the 2026-2027 school year, according to the school calendar applicable to the Lycée Français International Marguerite Duras.

The service is not provided on days when the school is closed, during school holidays, public holidays, non-school days or any period during which the school is not operating normally, unless a special arrangement is confirmed in writing by F&S Travel.

For any registration during the school year, F&S Travel may accept the student subject to available seats and operational constraints. The applicable financial terms will be communicated to the family before the registration is validated.

Article 5 - Fees and payment terms

The fees applicable for the 2026-2027 school year are as follows:

5.1 Annual round-trip plan

The annual fee for round-trip transport is set at 25,890,000 VND including tax per child.

Term	Amount	Payment deadline
1st term	10,356,000 VND	Before 14 August 2026
2nd term	7,767,000 VND	Before 18 December 2026
3rd term	7,767,000 VND	Before 19 March 2027

5.2 Annual one-way plan

The one-way plan corresponds either to the morning trip or to the return trip, according to the choice validated by F&S Travel. This choice may not be freely alternated from one day to another without the prior written agreement of F&S Travel.

The service is organised primarily around the round-trip plan, which is the reference offer. The one-way plan is a complementary option that may be offered only once F&S Travel has sufficient visibility on round-trip registrations, the final organisation of the routes and the remaining available seats.

A family's expression of interest in a one-way plan does not therefore constitute a final registration or an automatic right to benefit from this plan. Any request for a one-way plan must be expressly validated by F&S Travel.

When this option is open and validated, the annual fee for the one-way plan is set at 19,900,000 VND including tax per child.

Term	Amount	Payment deadline
1st term	7,960,000 VND	Before 14 August 2026
2nd term	5,970,000 VND	Before 18 December 2026
3rd term	5,970,000 VND	Before 19 March 2027

5.3 Sibling discounts

Families registering several children for the annual round-trip plan benefit from the following discounts:

- 2% discount on the round-trip plan for the second registered child;
- 5% discount on the round-trip plan for the third registered child and each additional child.

The sibling discount applies only to annual round-trip plans validated by F&S Travel. It does not apply to one-way plans, except with the exceptional written agreement of F&S Travel.

When payment is made by term, the applicable discount is allocated to each instalment on the same pro rata basis.

The sibling discount cannot be combined with other discounts, exceptional offers or special conditions, unless agreed in writing by F&S Travel.

5.4 Availability of the one-way plan

The one-way plan is offered as a complementary option and only within the limit of remaining available seats, once round-trip registrations have been taken into account and the occupancy balance of the routes has been reviewed.

F&S Travel may open, limit, defer or close access to the one-way plan depending on the routes, available buses, safety constraints, punctuality and operational organisation. A global or route-by-route cap may be communicated to families once the final organisation of the service allows it.

The allocation of a one-way plan is not automatic. F&S Travel reserves the right to refuse a request, place it on a waiting list, or propose a round-trip plan when the organisation of the service does not allow the requested one-way plan to be accepted.

5.5 Payment method

Payments are made exclusively by bank transfer to F&S Travel's account or in cash by appointment with our management. Bank details will be communicated to families when the registration is validated or through any official F&S Travel channel.

Payment is considered received only after F&S Travel confirms effective receipt of the funds. Any bank charges or transfer fees remain payable by the family.

5.6 Late payment or non-payment

All payments must be received no later than the indicated date. In the event of late payment, F&S Travel may suspend access to the service after prior notice to the parents.

No student may be accepted on the bus if his/her registration has not been validated and if the due payment has not been received. In the event of persistent non-payment, F&S Travel may terminate the student's registration, without prejudice to any amounts remaining due.

Article 6 - Organisation of lines, schedules and pickup points

F&S Travel determines the lines, schedules, stops, pickup points and drop-off points according to the registrations received, the location of families, safety, traffic, school constraints and available capacity.

Stops and drop-off points are transit points intended to allow students to board or leave the bus quickly and safely. They are neither parking areas nor prolonged stopping areas for buses. For reasons of traffic, safety and punctuality, vehicles cannot wait for long periods on site.

Parents or authorised persons must therefore be present at the scheduled time, both in the morning at the pickup point and in the afternoon at the drop-off point when their presence is required.

For the morning trip, the time communicated corresponds to the exact departure time of the bus and not to a waiting window. Students must be present at the pickup point at least 10 minutes before the indicated time. In order to maintain punctual arrival at the school, the bus will depart at the scheduled time.

No refund, detour or replacement trip will be due if the student misses the bus because of a late arrival at the pickup point.

The schedules communicated are provided in good faith but may vary due to traffic, weather, roadworks, accidents, decisions by authorities, school constraints or any other event affecting the trip.

F&S Travel reserves the right to modify a route, schedule, stop or vehicle whenever necessary for safety, punctuality or the proper organisation of the service.

Any change of address, pickup point or drop-off point requested by a family must be made in writing and validated by F&S Travel. F&S Travel may refuse or defer a change if it disrupts an existing line or creates an excessive constraint in terms of safety, distance or journey time.

Article 7 - Application, notifications and communication

F&S Travel will put in place an online registration website as well as a check-in / check-out application intended for monitoring and communication of the school transport service.

Parents must regularly check the information communicated by F&S Travel, in particular regarding schedules, pickup points, possible delays, absences, route changes, boarding or leaving notifications and safety information.

Notifications, GPS information or schedules displayed in the application are intended to improve service monitoring. They may, however, be affected by technical issues, network issues, phone issues, GPS issues or internet connection issues. This information does not constitute an absolute guarantee of schedule or real-time location.

Parents undertake to provide accurate contact details and to update them immediately in the event of any change.

Article 8 - Student absence

The check-in / check-out application will be used to notify parents when students are absent from the buses, up to four times per day depending on the organisation of the trips.

A procedure will be established between F&S Travel and the school to allow the list of children for the return buses to be updated.

Absences, even when justified, do not give rise to any refund, discount or carry-over, except by exceptional decision of F&S Travel.

Article 9 - Responsibilities of F&S Travel

F&S Travel is responsible for the organisation, coordination and operational monitoring of the school transport service during the 2026-2027 school year.

For this purpose, F&S Travel puts in place an organisation including in particular:

- vehicles suitable for transporting students;
- drivers holding the required authorisations;
- bus attendants on board buses according to the defined organisation;
- coordinators responsible for the daily monitoring of lines;
- an Operations Director supervising the entire system;
- a communication procedure with families in the event of an incident, delay or significant change to the service;
- a digital solution allowing registration, monitoring and communication of the service.

F&S Travel ensures that the service is operated in accordance with the rules applicable in Vietnam to passenger transport and with the safety requirements defined for the transport of students.

F&S Travel cannot, however, guarantee absolute punctuality given traffic conditions in Ho Chi Minh City, weather conditions, roadworks, accidents, traffic restrictions, administrative decisions or any other external event that may affect the trip.

Article 10 - Role of bus attendants and coordinators

The main role of bus attendants is to ensure the presence and supervision of students on board the bus, check student lists, assist with boarding and leaving the bus, and report any incident to the coordinator.

Coordinators are responsible for operational monitoring of the lines, communication with bus attendants, management of unforeseen events and coordination with families when necessary.

The Operations Director supervises the entire system and intervenes in the event of a significant problem or major operational decision.

Article 11 - Responsibilities of parents

Parents or legal guardians undertake to:

- provide accurate information at the time of registration;
- inform F&S Travel of any change of address, phone number, health status or authorised person allowed to pick up the child;
- respect payment deadlines;
- respect pickup and drop-off times and points;
- be present, or ensure that an authorised person is present, at the drop-off point when required;
- report the child's absence according to the procedure communicated by F&S Travel;
- ensure that the child complies with the rules of behaviour on board;
- not ask the driver or bus attendant to modify the route without prior validation by F&S Travel;
- respect F&S Travel staff, drivers, bus attendants, coordinators and other students.

Parents are responsible for the consequences resulting from false, incomplete or non-updated information.

Article 12 - Pickup, responsibility and drop-off of the student

F&S Travel's operational responsibility begins when the student boards the bus or is taken in charge by transport staff at the designated pickup point. It ends when the student is dropped off at the scheduled drop-off point, handed over to an authorised person when required, or entrusted to the school according to the applicable organisation.

Students must be present at the pickup point at the communicated time.

For preschool and primary school students, a parent or authorised person must be present at the drop-off point.

For secondary school students, parents may authorise the student in writing to return home alone from the drop-off point, according to the procedures communicated by the school or by F&S Travel.

If the parent or authorised person is absent at the time of drop-off, F&S Travel will attempt to contact the parents. Depending on the situation, the child may remain under the supervision of transport staff, be taken to a safe location, or be subject to a specific procedure defined by F&S Travel. Any additional costs may be invoiced to the parents.

In the event of repeated, abusive or unjustified delays by parents or authorised persons at the drop-off point, F&S Travel reserves the right to temporarily suspend or terminate the student's registration, after prior notice to the parents, except in an emergency or exceptional situation.

F&S Travel will not hand over a young child to an unauthorised or unidentified person.

Article 13 - Student behaviour

Students must behave respectfully and safely throughout the entire duration of transport.

In particular, it is prohibited to:

- stand up while the vehicle is moving;
- shout, fight, intimidate or harass another student;
- damage the vehicle or equipment;
- disturb the driver or bus attendant;
- open doors or windows without authorisation;
- carry or use dangerous objects during trips;
- eat if this is prohibited by the bus attendant;
- refuse to follow safety instructions.

In the event of dangerous, violent, disrespectful or repeated behaviour, F&S Travel may issue a warning to the parents, temporarily suspend access to the service or terminate the student's registration.

In the event of intentional damage or damage caused by the student, repair or replacement costs may be invoiced to the parents.

Students remain responsible for their personal belongings. F&S Travel declines any liability in the event of loss, theft or damage to personal belongings left by students on board vehicles, except in the case of proven gross negligence by F&S Travel or mandatory contrary provisions of Vietnamese law.

Article 14 - Safety, vehicles and insurance

The vehicles used for the service are operated in accordance with the rules applicable in Vietnam.

F&S Travel ensures that the vehicles have the documents, inspections and equipment required by the regulations in force.

The service is covered by the insurance policies applicable to the transport activity and to the vehicles used.

Each student registered for the school transport service benefits, during organised trips, from passenger accident insurance subscribed with PVI Insurance — Tổng Công ty Bảo hiểm PVI, one of the leading insurers in Vietnam.

This coverage is intended to protect families in the event of an accident occurring during school transport, with coverage provided under the insurer's terms, including for medical expenses, permanent disability or death, within the limits of the applicable contractual caps, schedules and exclusions. In the event of a claim, support for families will be provided on the basis of PVI's official documents and procedures.

In the event of an accident, incident or emergency, F&S Travel will take the reasonable measures required, including informing parents, coordinating with the school where necessary, and contacting the competent emergency services.

F&S Travel and its staff are not required to administer medication to students, except in an emergency or under a specific procedure previously accepted in writing. Any important medical information must be communicated at the time of registration and updated without delay.

Article 15 - Modification of the service

F&S Travel may temporarily or permanently modify the organisation of the service when necessary, including in the event of:

- roadworks;
- significant traffic congestion;
- bad weather;
- flooding;
- accident;
- vehicle breakdown;
- road closure;
- change to the school schedule;
- administrative decision;
- exceptional event.

Such modifications do not give rise to any refund when they are justified by safety, continuity of service or circumstances beyond the control of F&S Travel. Any modification will be communicated to families as soon as possible.

Article 16 - Cancellation, suspension and refund

Any cancellation request by parents must be made in writing to F&S Travel.

Except by exceptional decision of F&S Travel, fees already paid are non-refundable when the cancellation occurs after the start of the relevant term.

In the event of permanent departure from the school, a move outside the served area, or a duly justified special situation, F&S Travel may review a request for partial refund. Any refund decision remains subject to validation by F&S Travel and may take into account costs already incurred, the organisation of the lines and the period already used.

No refund will be due in the event of occasional absence, short illness, personal holidays, change of mind, voluntary non-use of the service or exclusion of the student for dangerous or inappropriate behaviour.

In the event of a serious or repeated breach by F&S Travel of its essential obligations, parents may request termination of the contract. F&S Travel will have a reasonable period to remedy the situation where possible.

Article 17 - Force majeure

F&S Travel shall not be liable for any delay, suspension or inability to perform the service in the event of force majeure or an event beyond its control.

Such events include in particular: severe weather, flooding, major accident, pandemic, administrative decision, road closure, strike, public disorder, widespread breakdown, traffic restrictions, security event or any situation making transport dangerous or impossible.

In the event of an exceptional closure of the school decided by local authorities, by the school itself or resulting from a force majeure event that entirely prevents the performance of the service for a prolonged period, F&S Travel may consider a credit or partial refund for the families concerned.

Where applicable, such credit or refund will be calculated only on the portion of variable costs actually not incurred because of the absence of service. Fixed costs, commitments already made and incompressible costs necessary for the implementation and continuity of the service remain due. This includes, without limitation, minimum salaries or allowances of staff assigned to the service, coordination costs, administrative costs, application or system costs, insurance, and commitments made to partners or transport providers.

No automatic refund will be due for occasional suspensions, delays, temporary route adaptations or short-term interruptions when these result from circumstances beyond the control of F&S Travel or are necessary for the safety of the service.

Article 18 - Personal data and student photo

As part of registration and operation of the service, F&S Travel collects certain personal data concerning the student and his/her family, including: surname, first name, class, address, parent contacts, emergency contacts, student photo, trip information and information necessary for safety.

This data is used only for the organisation, safety, invoicing, communication and monitoring of the school transport service.

The student's photo is used to allow the child to be identified by the transport teams and to avoid any pickup error. It is not used for commercial purposes without specific authorisation.

F&S Travel undertakes not to sell families' personal data to third parties. Data may be shared only with persons or providers necessary for the performance of the service, including coordinators, bus attendants, drivers, technical providers or competent authorities where required by law.

Parents may request access to, correction or deletion of their data, subject to legal, contractual or safety obligations requiring its retention.

Personal data, including the student's photo, is retained for the duration of the 2026-2027 school year. At the end of the school year, this data is deleted or anonymised by F&S Travel, subject to legal or safety obligations that may require longer retention.

Article 19 - Official communication

Official communications between parents and F&S Travel may be made by email, telephone, application, website or any other channel officially communicated by F&S Travel.

Parents must use official channels for any important request concerning registration, payments, absences, changes of address, authorised persons or incidents.

Requests sent directly to drivers or bus attendants are not considered validated until they have been confirmed by F&S Travel.

Article 20 - Governing law and dispute resolution

These General Terms and Conditions are governed by Vietnamese law.

In the event of difficulty, the parties will endeavour to seek an amicable solution.

Failing an amicable agreement, any dispute relating to the interpretation or performance of the contract will fall within the jurisdiction of the competent courts of Vietnam.

Article 21 - Online acceptance

During online registration, parents or legal guardians must tick a box confirming that they have read, understood and accepted these General Terms and Conditions.

This electronic validation constitutes acceptance of the General Terms and Conditions and allows F&S Travel to process the registration request.

F&S Travel may keep proof of this electronic acceptance in the student's administrative file.

Article 22 - Language versions

These General Terms and Conditions are made available in French, English, Vietnamese and Korean to facilitate understanding by families.

In the event of any difference in interpretation between the versions, the Vietnamese version shall serve as the reference between the parties, in accordance with the mandatory rules of Vietnamese law.