



THE MOM'S HELPER LLC PARENT TRANSPORTATION AGREEMENT

2026-2027 School Year | Version 10/13/2026

This agreement outlines the financial, scheduling, safety, and operational policies of The Mom's Helper LLC ("The Mom's Helper"). By registering a student for transportation, the parent or legal guardian agrees to the terms below. Policies may be updated upon written notice.

1 Billing, Payments & Fees

- **Invoice due date.** Payment is due by the due date shown on the invoice. Weekly invoices are generally due on Sunday before the next service week.
- **Late fees.** A \$15 late fee per day applies beginning at 12:00 AM on the day after the invoice due date and continues for each day the balance remains unpaid.
- **Advance payment.** Transportation is billed in advance. Service may be paused for any past-due balance.
- **Payment methods.** Approved payment methods may include auto-draft, credit/debit card, PayPal, Zelle, Venmo, Cash App, check, or other methods authorized by The Mom's Helper.
- **Processing fees.** Any card or payment-processing fee disclosed at checkout or on the invoice is the responsibility of the customer.
- **Payment disputes.** Unauthorized chargebacks or payment disputes may result in an administrative fee of up to \$75, suspension or termination of service, and recovery costs where permitted by law.
- **Registration fees.** Registration fees reserve a student's place for route planning and administrative setup and are non-refundable.

Registration Fee Schedule (per student):

- On or before May 21: \$25 Early Registration
- May 22-July 15: \$50 Standard Registration
- July 16-August 6: \$75 Late Registration
- August 7-August 10: \$100 Rush Registration
- Additional siblings: 50% off the registration fee for each additional sibling.

2 Scheduled Breaks, Absences & Seat Holds

- **Regular weekly rate.** Regular riders are billed their normal weekly rate for regular school weeks whether the student rides or not.
- **School breaks.** Fall Break, Spring Break, Thanksgiving Break, and Christmas Break are billed at the normal weekly rate.

- **Intercession weeks.** Intercession weeks are billed at 50% of the normal weekly rate.
- **Extended shutdowns.** If a district closes for five consecutive school days or longer due to weather or another extended shutdown, The Mom's Helper may charge 50% of the normal weekly rate for the applicable period.
- **Planned non-riding weeks.** If a family maintains a recurring schedule in which a student does not ride for a full week, a 50% seat-hold fee may apply to keep the student's place reserved on the route.
- **Purpose of break/hold billing.** These payments maintain the student's reserved seat, route capacity, driver availability, and ongoing placement.

3 Cancellations & Schedule Changes

- **Two-week notice.** A minimum of two weeks' written notice is required to cancel service or make a permanent schedule reduction/change.
- **Payment during notice.** Payment remains due through the full two-week notice period whether or not the student rides.
- **Effective date.** The notice period begins on the date written notice is received by The Mom's Helper.
- **Schedule changes.** Requests are subject to driver and route availability and may result in a rate change or additional fee.
- **Same-day changes.** Same-day requests are not guaranteed and should be communicated as early as possible through the office.

4 Refund Policy

- All transportation payments and registration fees are non-refundable unless The Mom's Helper expressly agrees otherwise in writing.
- Payment secures the student's reserved route placement and is required regardless of attendance or usage.
- No refund or credit is provided for missed rides, absences, schedule conflicts, school closures, holidays, weather-related cancellations, or voluntary non-use of service.

5 Pickup & Drop-Off Procedures

- **Morning pickup.** Students should be ready at the scheduled pickup time. Drivers may wait up to 5 minutes before continuing the route.
- **Afternoon pickup.** Parents are responsible for informing the school that The Mom's Helper will pick up the student. Drivers may wait up to 10 minutes when school procedures and route timing allow.
- **Missed pickup.** If the student is not available within the applicable wait period, the driver may continue the route. A return trip is not guaranteed and may require an additional fee.
- **School procedures.** Pickup locations are coordinated with each school. Families must follow the designated pickup procedure communicated by The Mom's Helper or the school.

6 Shared-Ride Service, Routes & Delays

- Unless The Mom's Helper separately confirms private transportation in writing, service is provided as SHARED-RIDE transportation.
- Shared routes may include multiple students, schools, pickup/drop-off locations, and dismissal times.
- Pickup times and route order may be adjusted for safety, efficiency, enrollment changes, traffic, school procedures, or operational needs.
- Traffic, weather, school dismissal delays, emergencies, vehicle issues, and other circumstances may affect estimated pickup and drop-off times.
- Substitute drivers or vehicles may be used when necessary. Approved drivers are subject to The Mom's Helper's onboarding and screening requirements.
- Drivers do not independently set or alter routes; route changes must be approved by The Mom's Helper.

7 Student Safety & Conduct

- Students must remain seated and properly restrained while the vehicle is moving.
- Fighting, kicking, hitting, grabbing, threatening, arguing, refusing driver instructions, or unwanted physical contact with another rider is prohibited.
- Physical contact or fighting may result in suspension from transportation, including a one-week suspension depending on the circumstances.
- Arguing, talk-back, or refusal to follow driver instructions may result in a temporary suspension, including up to three school days depending on the circumstances.
- Repeated or serious conduct issues may result in longer suspension or termination of service without refund.
- Food and drinks are not permitted in vehicles except water unless specifically authorized.

8 Illness

- Parents/guardians should keep students home when they are ill or may be contagious.
- Students who are visibly ill or showing symptoms such as fever, persistent cough, vomiting, or another potentially contagious condition may be refused transportation.
- If a student appears ill at pickup, the parent/guardian will be notified.

9 Car Seats, Booster Seats & Child Equipment

- Parents/guardians are responsible for providing any car seat, booster seat, or other child-restraint equipment required for their child.
- The Mom's Helper does not guarantee that a car seat or booster seat will be available in the vehicle.
- Any required child-restraint equipment must be appropriate for the child's age, size, and applicable law.

10 Lost Items, Vehicle Damage & Cleaning

- The Mom's Helper is not responsible for personal items or devices left in a vehicle, although reasonable efforts will be made to locate and return found items.
- The parent/guardian is responsible for damage caused by the student or the student's belongings.
- Reasonable repair, cleanup, or biohazard cleaning costs caused by a rider may be billed to the parent/guardian and are due upon billing.

11 Driver Non-Solicitation

- Parents/guardians agree not to directly or indirectly solicit, hire, or engage a current or former The Mom's Helper driver for private transportation outside The Mom's Helper during active service or for 12 months after service ends.
- A violation may result in immediate termination of service and The Mom's Helper may pursue available remedies.

12 Recording, Photos & Video

- Vehicles may use video and/or audio recording devices for safety, security, verification, and operational purposes.
- Photos or video may occasionally be used for marketing or promotional purposes.
- A parent/guardian may opt out of promotional use at any time by emailing support@themomshelper.com. Safety/operational recording may continue where permitted.

13 Suspension & Termination of Service

- The Mom's Helper may pause transportation for non-payment, safety concerns, repeated policy violations, or other material breaches of this agreement.
- A service suspension for non-payment does not erase amounts already due, including scheduled break payments, seat-hold charges, or payments owed during a required notice period.
- The Mom's Helper may terminate service for serious or repeated safety, conduct, payment, fraud, or policy violations.
- Any outstanding balance remains due at termination.

14 Responsibility & Limitation of Liability

- Transportation involves inherent risks. The Mom's Helper will use reasonable efforts to transport students safely and professionally.
- Parents/guardians remain responsible for providing accurate student, medical, emergency-contact, and scheduling information.
- To the extent permitted by law, The Mom's Helper is not responsible for delays or losses caused by circumstances beyond its reasonable control.
- Nothing in this agreement is intended to waive rights or obligations that cannot legally be waived.

15 Governing Terms & Disputes

- This agreement, together with the applicable registration, invoice, and written service confirmations, constitutes the transportation terms between the parent/guardian and The Mom's Helper.
- If any provision is found unenforceable, the remaining provisions will continue to apply to the extent permitted by law.
- Any venue provision or dispute-resolution requirement is subject to applicable law. The Mom's Helper's current agreement identifies Dallas County, Texas as the intended venue for disputes.

16 Electronic Signature & Policy Acceptance

The Mom's Helper uses an electronic registration process. Before the registration is submitted, the parent or legal guardian is provided access to the Parent Transportation Agreement and related policies.

During registration, the parent or legal guardian confirms acceptance, types their full name as a digital signature, enters or confirms the date, and submits the registration. The registration system records the submitted information and acceptance.

By selecting YES (or another affirmative acceptance control), typing a full name as a digital signature, and submitting registration, the parent or legal guardian acknowledges that they have read, understood, and agree to this Parent Transportation Agreement and the related terms and policies.

A separate handwritten signature is not required when the agreement is accepted electronically through the registration process.

Student Name	
Parent/Guardian Name	
Digital Signature (typed full name)	
Registration Date	
Submission Confirmation	YES - I agree to all terms and policies
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By submitting registration electronically, the parent/guardian's stored registration record serves as the acceptance record for this agreement.