



إحدى شركات مجموعة إلياس و مصطفى كلداري  
PART OF ILYAS & MUSTAFA GALADARI GROUP



## GMDC Transportation Service Roadmap A Comprehensive Customer Handbook

Version 1.0

# Introduction

Welcome to the GMDC Transportation Service Customer Handbook. This handbook provides essential information regarding the transportation services provided by GMDC, a leading motor driving training, testing, and licensing facility in the United Arab Emirates. We aim to ensure a smooth and efficient transportation experience for all our valued customers. Familiarizing yourself with this information will help you:

- Understanding the designated bus pick-up points nearest to you, ensuring convenience and minimizing delays.
- Knowing the various methods available for booking our transportation service, allowing you to plan your journeys in advance.
- Following guidelines before boarding the bus, ensuring a smooth and efficient experience for all passengers.
- Maintaining a safe and comfortable journey by adhering to the expectations during the ride.
- Being prepared for emergency situations and knowing how to respond appropriately.
- Knowing the procedure for reporting lost items and contacting our Lost and Found department.
- Having a clear understanding of how to raise complaints, suggestions, and grievances, and how they will be handled by our dedicated team.

We hope this customer handbook serves as a comprehensive guide for your transportation needs at GMDC. Should you require any further assistance, please do not hesitate to contact our dedicated team. Thank you for choosing GMDC, and we wish you a safe and enjoyable journey!

We value your feedback and strive to provide excellent transportation services. This customer handbook is designed to assist you throughout your journey with GMDC. Thank you for choosing GMDC, and we wish you a pleasant and hassle-free experience!

## I. Familiarizing yourself with designated bus pick-up points:

To ensure efficient transportation service and minimize delays, GMDC has established designated bus pickup and drop off points in various locations throughout the United Arab Emirates. You can find information about the nearest designated pick-up point that is most convenient for you through the following methods:

1. Access the Transportation Bus Stop Locator Tool, available in the Downloads page on the GMDC website [www.gmdc.ae](http://www.gmdc.ae).

Bus Route	Locator Tool
Towards GMDC Al Quoz Main Branch	<a href="#">Click Here</a>
Towards GMDC Al Qusais Main Branch	<a href="#">Click Here</a>

2. Visit out Transportation Department Offices at GMDC Al Quoz Main Branch & GMDC Al Qusais Main Branch for personalized assistance.

## II. Booking transportation service:

1. Transportation Service bookings can be made through the following methods:

Booking Method	Payment Method
Visiting GMDC Al Qusais Main Branch	Card/ Cash/ GMDC Mobile-App
Visiting GMDC Al Quoz Main Branch	Card/ Cash/ GMDC Mobile-App
Visiting GMDC Al Muhaisnah Test Center	Card/ Cash/ GMDC Mobile-App
Visiting any of GMDC Outlets	Card/ Cash/ GMDC Mobile-App
Calling: 600-59-59-56	Via GMDC Mobile-App
Emailing: <a href="mailto:info@gmdc.ae">info@gmdc.ae</a>	Via GMDC Mobile-App

2. Students wishing to book the transportation service, must provide comprehensive details to the staff regarding the desired day, service timing, location, and destination.
3. Transport service bookings must be made at least one day in advance. Same-day transport bookings by customers is not encouraged to avoid last minute confusions and delays.
4. Students must contact the driver by phone at least three hours prior to confirm the pickup time and location.
5. Failure to remit transportation fees in advance at the commencement of the payment period will result in the student being denied access to the service until the applicable payment has been received by the organization.
6. No discounts shall be granted to students who exclusively utilize the service for one-way travel (either to GMDC or from GMDC).
7. Door-to-door transportation services or personalized pickup cannot be provided by the transportation services buses. All customers have to adhere to the designated bus pick up points.
8. Bus timings and routes may be subject to periodic adjustments to facilitate faster transportation and accommodate new students.
9. In case of delays, absenteeism, or any inconvenience, students must inform the bus driver accordingly.

## III. Before boarding the bus:

1. Students are strictly prohibited from approaching the bus entry door unless the vehicle has come to a complete stop.

2. All students availing themselves of the school bus service are expected to be present at the designated bus stop at least five minutes prior to the scheduled arrival time. The bus driver is not permitted to wait for latecomers beyond a certain grace period.
3. Traveling on the bus by non-GMDC-affiliated individuals is strictly prohibited, as it contradicts the school's policy. At any point in time, the drivers are authorized to request the customer for proof of membership with GMDC (such as Learners Permit, transportation booking confirmation or any other document which may prove their affiliation with GMDC).

## IV. During the journey:

1. Students are required to abstain from consuming food and beverages, except for water, while onboard the bus.
2. Students are expected to maintain a minimal volume level and exhibit orderly behavior throughout the journey.
3. Uttering loud shouts, employing offensive language, or engaging in similar behavior within the bus either with other customers/ staff is strictly prohibited. It is expected that all students display courteous conduct at all times.
4. Students must fasten their seatbelts while traveling on the bus.

## V. Emergency situations:

1. In emergency situations, students must comply with the instructions provided by the driver and/or the attendant.
2. The emergency exit may only be utilized in genuine emergency situations. Any use of this exit (including tampering) other than in emergencies is strictly forbidden.

## VI. Lost and found:

1. The school shall not assume responsibility for the loss of any items inadvertently left behind within the bus.
2. Any customer who has presumed to lost items within GMDC buses are requested to report it to GMDC by:
  - Calling 600-59-59-56
  - Emailing to [info@gmdc.ae](mailto:info@gmdc.ae)
3. In case of a lost item, report the lost item with the below given details (if applicable):
  - Customer Details
  - Bus Number/ Driver Name/ Route Number
  - Description of item (Color/ texture/ make/ model)

## VII. Complaints, suggestions and grievances:

1. Any issues or complaints should be promptly reported to the relevant department within the organization. Customer may raise complaints by:
  - a. Face to face at any of our reception desks or customer service counters
  - b. Calling 600-59-59-56
  - c. Emailing to [info@gmdc.ae](mailto:info@gmdc.ae)

Once submitted, the customer will receive an SMS ticket with a unique Complaint tracking ID. The Complaints Management Team at GMDC will carry out the necessary investigation and resolve the complaint, while the customer will be kept updated about the status of the complaint via SMS text messages.