



PRECIOUS PICKUPS

"Save your Time Let Us
Wait In Line!"

Parent Handbook



Welcome to Precious Pickups!

Dear Parents,

We are delighted to welcome you, and your child to join our family! Our mission is to provide safe, reliable, and convenient transportation solutions that make your busy life a little easier—because we know your time is precious, and your child’s safety and comfort are our top priorities.

At Precious Pickups, we are committed to:

- **Safety First:** All of our drivers are fully vetted, trained, and committed to following strict safety protocols.
- **Reliability and Punctuality:** We ensure your child arrives on time, every time, whether it’s to school, home, daycare, or any other extracurricular activities.
- **Warm and Caring Service:** We treat every child like our own, creating a comfortable and friendly environment on every ride.
- **Community and Communication:** We keep parents informed and connected, offering peace of mind throughout every ride.

We are excited to partner with you in supporting your child’s daily routine and giving you the freedom to focus on work, family and life knowing your child is in safe hands.

Please take a moment to review our Parent Handbook and Safety Policy Manual, which includes important information about our services, Schedules, Policies, and contact details. Should you have any questions or concerns, our team is always just an email or phone call away.

Thank you for trusting Precious Pickups! We look forward to serving your family and making each ride a positive, safe, and enjoyable experience for your child.

**Warm regards,
Precious Pickups Team**



Our Mission

At Precious Pickups, we prioritize supporting families and schools by offering safe and dependable transportation services while providing warmth, care and trust. We strive to make every ride a positive experience, while helping parents balance life and working with schools to bridge transportation gaps with confidence.



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Services Offered

- Regular Daily and Weekly Transportation
- Before and After school Pickup and drop off
- Special Events and Occasional transportation
- Customized routes for families or schools
- Airport Transportation
- Long distance Transportation
- Private / Reserved Transportation

Enrollment & Registration

- Registration Fee: \$30 one time, non-refundable
- Required documents: Enrollment form, emergency contacts, medical information and consent forms

Payment Policies

- Weekly Service: Payment starting at **\$260(roundtrip)** and **\$205(one way) based on route mileage and availability** due the Friday before drop off/pickup week.
- Daily Service: Payment starting at **\$55** must be received at least 24 hours before service.
- Any route over 5 miles from pickup location will be **.75 per mile** starting at 6th mile.
- Sibling Discount: There is a 10% on all pickups/drop offs starting with second child.
- Late Fee: \$20 applied following Monday; all outstanding balances must be cleared by 12 noon that day.
- Non-Payment: Services may be suspended if payment and communication are not received within these timeframes.



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Pickup & Dropoff Procedures

- Children must be handed directly to a Precious Pickups driver.
- Precious Pickups will have to be added to child school release form.
- Parents/Guardians must notify in advance for any schedule changes.
- Drivers are not authorized to release children to unauthorized persons.
- Always ensure children are properly buckled and secured in appropriate child safety seat.
- We allow up to a 5-minute grace period at advised pickup/drop-off location (Unless prior arrangements were made.) if an authorized person is not present at time of drop off a late drop-off fee of \$30 is applied then \$1 for every minute after as this may delay other pickups and drop-offs.

Safety Policies & Procedures

- All Vehicles are inspected daily for safety compliance.
- Drivers undergo thorough background checks and training.
- Children must remain seated and buckled at all times
- Emergency equipment (first aid kits) is available in every vehicle.

Emergency Procedures

- Medical Emergencies: Drivers will call 911 immediately and notify parents/guardians.
- Accidents: Minor accidents will be reported promptly to parents. Major accidents will follow emergency response protocols.
- Weather/Traffic Delays: Parents will be notified if significant delays occur.



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Health & Wellness Policies

- Children showing signs of contagious illness should remain at home.
- Hand sanitizer and regular cleaning of vehicles are standard practices.
- Allergies and medications must be disclosed/ documented, and drivers will follow care instructions.

Behavioral Guidelines

- Children are expected to respect the driver and fellow passengers.
- Unsafe behavior may result in warnings and, if persistent, suspension of service.
- Physical aggression, bullying, or vandalism is strictly prohibited.

Communication & Reporting

- Parents will receive updates on service schedules, delays and incidents.
- Open communication is encouraged for feedback and concerns.
- Reporting concerns can be done via phone or email.



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Privacy & Confidentiality

- Personal information is kept confidential
- No child photos, videos, or information will be shared without parent/guardian consent.

FAQs

Q: What if my child has to miss the bus

A: Parents should notify the driver immediately. Alternative arrangements can be made when possible.

Q: Can I change my child's pickup/drop-off location?

A: Yes, with prior notification and approval.

Q: What if my child has a medical emergency during transit?

A: Our trained drivers will administer first aid contact emergency services immediately.



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Parent/Guardian Acknowledgment & Signature

I, the undersigned acknowledge that I have received, read, and understand the Precious Pickups Parent Handbook & Safety Policy Manual. I agree to follow the policies, procedures and guidelines outlined in this handbook and understand that failure to comply may result in suspension or termination of transportation services.

Child's Name(s):

Parent/Guardian Name:

Relationship to Child:

Signature:

Date:



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Enrollment Form

Child Information

Child's Full Name: _____

Date of Birth: _____

School/Daycare: _____

Grade/Teacher: _____

Parent/Guardian Information

Parent/Guardian Name: _____

Relationship to Child: _____

Phone Number: _____

Email Address: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Emergency Contact (Other than Parent/Guardian)

Name: _____

Relationship: _____

Phone Number: _____

Authorized Pickup Persons

(List individuals you authorize us to release your child to. ID will be required.)

1. _____

2. _____

3. _____

Transportation Schedule

Please select all that apply:

____ Morning Pickup ____ Afternoon Drop-off ____ Round Trip (Pickup & Drop-off)

____ Weekly Service ____ Daily Service (specify days): _____

Start Date: _____

Pickup/Drop-off Locations

Pickup Address: _____

Drop-off Address: _____

Please note: addresses must be confirmed prior to start of service.

Payment Information

Payment Method: ____ Cash ____ Online

Payment Policy: Payments are due the Friday before pickup/drop-off. A \$20 late fee is applied the following Monday and must be satisfied before 12 PM to continue service.

A one-time, nonrefundable registration fee of \$30 applies unless otherwise stated during promotions or by management.



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Parent/Guardian Consent Form

Child Information

Child's Full Name: _____

Date of Birth: _____

School/Daycare: _____

Grade/Teacher: _____

Parent/Guardian Information

Parent/Guardian Name: _____

Phone Number: _____

Email Address: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Transportation Consent

I, the undersigned parent or legal guardian of the child named above, give Precious Pickups Child Transportation Services permission to provide transportation for my child to and/or from school, daycare, home, or other approved locations as scheduled.

I understand and agree that:

- Precious Pickups will make every reasonable effort to ensure my child's safety during transport.
- My child will remain seated with a seatbelt fastened at all times while in the vehicle.
- I will ensure my child is ready and waiting at the designated pickup location at the scheduled time.
- I will communicate any schedule changes or absences at least 24 hours in advance.
- If I am unable to receive my child at drop-off, I authorize only the listed individuals on my enrollment form to do so.
- Precious Pickups is not responsible for delays caused by weather, traffic, or circumstances beyond their control.

Emergency Medical Consent

In the event of an emergency where I cannot be reached, I authorize Precious Pickups staff to seek and obtain emergency medical treatment for my child, including transportation to a hospital or urgent care facility, and authorize a licensed physician or medical professional to provide necessary care. All reasonable efforts will be made to contact me or my emergency contact prior to any medical treatment.

Liability Waiver

I release and hold harmless Precious Pickups Child Transportation Services, its owners, drivers, employees, and affiliates from any liability for injury, loss, or damage that may occur during transportation, except in cases of proven negligence.

Photo/Video Consent (Optional)

Precious Pickups occasionally takes photos or videos for safety documentation or promotional purposes.

_____ I give permission for my child's photo/video to be used.

_____ I do NOT give permission for my child's photo/video to be used.

Parent/Guardian Signature: _____

Parent/Guardian Signature: _____

Date: _____



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Private Transportation Services Policy

All private transportation services are subject to driver and route availability.

BOOKING & PAYMENT

- Full payment is required in advance to confirm all private transportation bookings.
- Pricing is based on total mileage, travel time, passenger count, wait time, tolls, fuel costs, and scheduling requirements.
- Quotes provided are valid for the specific trip details discussed at the time of booking. Changes to pickup/drop-off locations, passenger count, or timing may result in additional charges.
- Precious Pickups reserves the right to decline any trip outside service areas or operational availability.

CANCELLATION POLICY

- Cancellations made more than 24 hours before scheduled pickup may receive a partial refund at management discretion.
- Cancellations made within 24 hours of scheduled pickup are non-refundable.
- Same-day cancellations and no-shows are fully non-refundable.
- If a flight delay or emergency occurs, parents/guardians should notify Precious Pickups immediately so accommodations can be discussed.

AIRPORT PICKUP POLICY

- Airport transportation includes up to 30 minutes of complimentary wait time after flight arrival.
- Additional wait time beyond 30 minutes may result in additional charges.
- Parents/guardians are responsible for providing accurate flight information and updates regarding delays or changes.

MINOR TRANSPORTATION AUTHORIZATION

By utilizing Precious Pickups private transportation services, the parent/guardian acknowledges and agrees that:

- Precious Pickups has permission to transport the authorized child(ren) to destinations outside of their regular school



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Private Transportation Policy Cont'd

- Children may be transported outside of Duval County or surrounding service areas as agreed upon during booking.
- Parents/guardians must provide accurate emergency contact information prior to transport.
- Precious Pickups drivers may seek emergency medical assistance if necessary and reasonable efforts will be made to contact the parent/guardian immediately.
- Children are expected to follow all safety and behavioral guidelines during transportation services.

SAFETY & LIABILITY

- All passengers must remain properly seated and secured at all times during transportation.
- Precious Pickups reserves the right to terminate transportation services if unsafe or aggressive behavior creates a safety concern for the driver or passengers.
- Precious Pickups is not responsible for delays caused by weather, traffic, road closures, airline delays, accidents, or circumstances beyond operational control.

PRIVATE TRANSPORTATION ACKNOWLEDGMENT

I acknowledge that I have read and understand the Precious Pickups Private Transportation Services Policy and agree to all terms and conditions outlined above.

Parent/Guardian Name:

Child(ren) Name(s):

Pickup Date:

Pickup Location:

Drop-off Location:

Signature:

—

Date:



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