

## BUS POLICY

### GENERAL

1. All students must wear seat-belts at all times.
2. Students shall remain buckled into their seat belts at all times until the bus has firmly come to a stop and are directed by the bus driver / attendant to alight from the bus.
3. Students are expected to act in a safe manner by keeping their hands and feet to themselves.
4. Students are expected to speak in a quiet tone of voice, and use acceptable language.
5. No littering, throwing of objects, eating or drinking is allowed on the bus.
6. Seats are assigned by the bus attendant and no reservation of seat is allowed.
7. Students will not stand whilst the bus is in motion, or distract the bus driver whilst the bus is in motion.
8. Students are expected to be courteous and respectful towards the bus driver, attendant and fellow students. Rudeness to drivers and attendants will not be allowed. The driver will report all matters of misbehavior (including fighting and bad behavior) to the Transport Coordinators, who will take action accordingly. This will involve the Transport Coordinators telephoning the parents of the child concerned. A second complaint may lead to suspension of bus riding privileges.
9. Dangerous and sharp objects such as pocket knives cannot be carried on the bus. Pencils, pens, toys, etc. should be kept inside school bags.
10. The changing of clothes on the bus is forbidden. No pets are allowed at all times.
11. Any damage sustained to the bus by the actions of students will be the responsibility of the parents of the student(s) in question.
12. Parents or adults are not permitted to ride on the school buses.
13. Sky Transport Services Pte Ltd reserves the rights to change its buses, pick up time, routing, attendants and drivers, subject to informing school of changes.

### PICK-UP POINT

14. Students must be at the designated pick-up point 5 minutes before the pick-up time. If a student is late arriving at the designated pick-up point, the bus will not wait.
15. At the pick-up point, students must adhere to safety rules, waiting at a safe and secure distance for the bus to stop completely before getting on.
16. Students must only get on their assigned bus and be discharged at their assigned stop.
17. Students residing on roads with dead-end or narrow lanes must walk to the pick-up points designated by the Transport Coordinators. Students residing in condominiums will wait for their buses at the main gate where the security guardhouse is usually located.
18. Students may occasionally be moved from one bus to another to accommodate changes in pick-up areas.
19. If your child is not taking the bus service at any time, the Bus Driver and the Transport Office must be informed. If your child is sick, please also advise the Bus Driver and the Transport Office to avoid the bus waiting for pick-up and being delayed unnecessarily.
20. If the bus fails to turn up within 15 minutes of the scheduled pick-up time, other than due to heavy rain, flood or traffic congestion, parents may claim taxi fare from the transportation office by submitting a written claim together with the taxi's receipt. Reimbursement of non-premium taxi fares is applicable only when given permission by the Transport Office to use a taxi service. An official receipt from the taxi driver is required before any reimbursement is made. Parents wishing to make arrangements other than the taxi service permitted by the Transport Office will be reimbursed a taxi-fare equivalent for the journey.

#### DROP-OFF POINT

21. Parents of pre-school/pre-kindergarten and kindergarten students are requested to ensure someone receives your child at the designated drop-off point. Students not received will be sent to the Transport Office at school.
22. Parents should deal only with the Transport Office (8.30am to 5.30pm) Email: skytransport@singnet.com.sg or the school administration and not directly with the driver or attendant. The Bus Contractor may be contacted in the evening or during school holiday at 81502548.
23. Students will be dropped off only at the School, their own home or other pre-arranged designated drop-off point. No provision can be made for students taking their friends home.

#### APPLICATION

24. We require 2 weeks advance notice for all new application. Late submission may result in students not being to get the bus on the desired date.
25. Priority will be given to students who use the two (2) way bus service. One (1) way service is subjected to availability.

#### CHANGE OF ADDRESS AND CONTACT DETAILS

26. Parents must inform the Transport Office and provide a 2-week notice for a change of address. Kindly check with Transport Coordinator if the new address is being served by the existing bus routes. Any change of contact details (mobile number) must be informed immediately.

#### PAYMENT

27. Payment must be made 2 weeks before the bus service. Full payment must be received before bus service commences. There will not be bus service until full payment has been received.
28. Payment must be made in the form of school semester. This is in the form of two (2) payments each school year. All fares quoted are in Singapore dollars and are subjected to prevailing Goods and Services Tax of seven percent (7%). All invoices and receipts will be issued.
29. Payments must be made by crossed cheque made payable to Sky Transport Services Pte Ltd. Late payments may result in the loss of seat on the bus.

#### TERMINATION

30. If the parent wishes to pre-maturely terminate the use of the bus, a written notification must be given to the Transport Office at least 2 weeks prior to the termination date.

#### REFUND

31. A refund of half of that semester's fare is applicable if the student's withdrawal date is before the mid-term break of that term.
32. Refunds will not be made if the student is withdrawn from the service after the mid-term break.
33. Refunds will not be made for students who are suspended from School
34. Refunds will not be made when the option is given to use a taxi service
35. No refunds will be made if students are on school camp, CCA or vacation.

#### OTHERS

36. Sky Transport Services Pte Ltd reserves the right to amend the Terms and Conditions from time to time without notice at our discretion.