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Bus Rules & Regulations

1. Only **fully enrolled** students at Tanglin Trust School registered with the Council for Private Education (CPE) are permitted to ride on KAL Transport Pte Ltd school buses.

2. Only registered bus riders are permitted to ride on the school buses.

3. Bus coverage is based on the existing locations (not island-wide) and is designed for the convenience of students in a holistic way.

   (a) All new bus applications or change of addresses are subject to seat availability or possible bus coverage of the new address.
   (b) Your application will be placed on a waiting list if the seat is not available at the point of enrolment.
   (c) Timeline on the wait list is dependent on the logistical movement (example students leaving or moving)
   (d) Low demand areas will require a minimum of **ten** students and will need to commit to at least one year of service for a new route to be assigned for each trip.
   (e) Should any area of the bus route drop under eight students, the bus route may be ceased in the next school term.

4. Applications will only be processed after the Transport Service Request Form has been signed by a parent or guardian, acknowledging the Waiver and Indemnity Form, Student Bus Rules, Parent Information and Accounting Information. Please kindly take note, **3** weeks' notice is required for the processing of applications.

5. A written notification with regards to moving addresses must be informed to the Bus Office **3 weeks** in advance. Any last-minute notifications will result in there being no bus for your child(ren) due to the time needed for processing.

6. If a parent wishes to terminate the bus service, written notification must be given to the Bus Office at least **two weeks** prior to the last day of service.

7. Priority will be given to parents applying for two-way service over one-way service.

8. Students must have their seat belt fastened throughout the journey on the bus.

9. Students are not allowed to consume any food on the bus. Water is the only drink allowed.

10. Students are not allowed to bring dangerous and/or sharp objects (such as pocketknives) onto the bus. Pencils, pens, hard toys, etc., should be kept inside students' bags. Students bringing scooters and skateboards in any form will be rejected from boarding.

11. Animals are not allowed on the bus at any time.

12. Students must not change their clothes when on the bus.

13. Students are not allowed to save seats for friends travelling on the bus.

14. Students are expected to keep their hands and feet to themselves.

15. Students are to speak respectfully and in a **soft tone** voice. Vulgarities in any language are strictly forbidden.

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16. Students should be polite and courteous to everyone on the bus and maintain proper behavior to always upkeep the good image of themselves and the school. Misbehavior will be reported to the school for appropriate action and may result of suspension of the bus-riding privileges.

17. Students are not allowed to switch buses or locations. (Example: playdates or adhoc arrangements).

18. If the given residential address is deemed inaccessible, students will be given an alternative pick-up and/or drop-off point which may result in students having to walk a distance from their residence.

19. Infant students must have their name card/tag (provided by TTS) indicating their bus number and name visible to the bus attendant when boarding the bus.

20. Parents should **only** communicate with the Bus Office and not directly with the driver or attendant.

21. Parents are **not** permitted to ride on the bus at any point in time.

22. Students are not allowed to use electronic devices for viewing (example: watching video, playing games, or reading on a screen) except for listening to music or podcasts (without video) with headphones on.

23. Students may face a suspension from the service due to their behavior or conduct reported during traveling on the school bus. No refund will be available for the period during the suspension.

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Parent Information

Please also refer to the TTS website for additional Parent Information and FAQs

1. Buses will move off when the designated pick-up time has passed, and will proceed to the next pick-up point.

2. Bus service is not provided on public holidays, E-learning days, and weekend, even if School is in session.

3. Students may be reassigned to other buses during the term to accommodate the bus service requirements.

4. Parents of **infant** students must ensure that a responsible adult is at the assigned drop-off point to meet their child when the bus arrives. Students not met by a responsible adult will be taken back to the infant office in School to wait for parent's collection.
   (a) A send back fee of $40 is applicable for students that must be brought back to school due to the absence of an authorised guardian at the drop off point. The fee will be given to the driver to cover the cost of travel.
   (b) Fees are payable within 3 days of the date of send back. No payment received will result in bus usage suspension until payment is received. There will be no reimbursement for days when the bus service is missed out on due to late payment.

5. Parents who assign a helper to collect their infant child must provide his/her details to the bus office and introduce her to the bus attendant and driver at their earliest convenience. Please kindly assist us with updating the relavant details, should you have a replacement helper during the academic year.

6. Should a non-designated individual (e.g., grandparent or neighbor) assist to collect your child from the bus for any reason, please kindly inform the Bus Office **before the drop-off** via email with a picture and details accordingly.

7. Parents are encouraged to inform the bus office via parent's app, email or call should your child be absent from the buses on any school day.

8. Should a child be sick (vomit), or have a toileting accident during the bus journey, the deep cleaning costs for any second or subsequent occurrences of each type thereof will be charged to the family at a rate of $50 with GST charges.

9. If a child causes damage to any part of the bus property, be it either intentional or accidental, parents will be liable to pay in full for the necessary repairs to the damage(s) incurred.

10. Fare calculations are distance-based with route reference by Google's web mapping.

11. School buses - especially small buses, do not have extra space for large items (e.g., Cellos, Cricket Bags). We will have to refuse the items for safety reasons.

12. Junior and Senior students using the return service **will be a drop and go service**. Should your child(ren) in Junior School be required to be met off the bus, you will need to be waiting at the stated point prior to the estimated arrival time. We will not hold your child on the bus.

13. For Term 3 of every school academic year, parents of Year 11 or Year 13 students will have to confirm their child(ren)'s choice of bus service usage (either half or full-term service) before the commencement of term 3.

14. Pick-up and drop-off times are subjected to changes with prior notice given to parents. Students may be reassigned to a different bus route due to the changes in student enrolment throughout the year. However, such changes will be kept to a minimum.

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15. Bus registrations are nominative, and seats are not transferable. Students whose names are not included in the Bus Attendance list are not permitted to ride the school bus concerned.

16. All Buses are equipped with government regulated 3-point seat belts.

17. Parents who wish to have their child(ren) wear a safer vest or on a booster seat, may purchase separately from the authorised dealer.
    i Parents need to ensure the safer vests are put on to their child(ren) before boarding the school bus.
    ii Parents must inform teachers to assist with wearing the safer vest before going to the bus bay.

18. Students will be responsible for their own belongings. Our bus crew will not be held responsible for any lost or damaged items.

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Payment

1. All fares are quoted in Singapore Dollars (SGD).

2. All fares quoted are subject to prevailing GST rates and/or other charges agreed to by the school management. Example: (disinfection and coating for buses)

3. All fares are fixed for the full period of this agreement. It is understood, however in extraordinary circumstances such as a dramatic change towards the price of fuel or relevant taxes (e.g., vehicle road tax or electronic road prices), bus fares will be subjected to review and adjustment, as a mutually agreed between the School and the Bus Contractor when needed. This will be in effect and binding from the moment of publication on the website.

4. **PAYMENT** – Charges will be based on "**full-term**" fare for users starting in the first half of the term or "**mid-term**" fares should users start the service after the half term. No refund will be made available for half-term bus service users.

   - Bus fares will be made in the form of three (3) separate payments each school year.
   - Payment not received after the due date of the first invoice, a reminder will be sent out.
   - A final reminder will be sent out with a cut-off date after which, if monies remain unpaid, the service will be suspended with immediate effect.

5. **TERMINATION** –
   - The Termination Notice of Service must be given 2 weeks prior from either party.
   - If a parent wishes to terminate the use of the bus service, a written notification must be given to the Bus Office at least two weeks prior to the termination date.

6. **REFUND**– Parents or Guardians are entitled to a partial refund of the bus fare received with reference to the terms and conditions stated.

   a. A refund of half term fare is applicable if the child's withdrawal date is before the half-term break. A written notice must be given to the Transport Office at least two weeks prior to the termination date. No refund will be made available when a child withdraws from the service after the mid-term break.

   b. Refunds will not be made available for students who are suspended by the School.

   c. There is a non-refundable miscellaneous fee of $80 included in the rates that will be retained to cover the Insurance and Administrative fees, etc.

   d. Refunds will not be made when an option is given to use a taxi service, as applied in "7". REIMBURSEMENT", below.

   e. Year 11 and Year 13 students who did not cancel **prior** to the start of Term 3, will not be entitled for a bus fare reimbursement when the term commences.

   f. Refunds will not be applicable when the Government or School makes it mandatory or voluntarily decide to have early closures, class suspensions, or go into Home Based Learning in any form.

7. **REIMBURSEMENT** - Parents are entitled to reimbursement of taxi fares when the bus breaks down and is unable to collect the children. The claim of taxi service entitlement will only be the **one-way trip to school** and must be attached with an official receipt from the taxi driver before any reimbursement can be made.

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