



DBEST BUS TRANSPORT SERVICES

38 Swiss Club Road, Singapore 288140

Tel : +65 90039234

Email dbest.bts@gmail.com

Company Registration No: 53275512W

Bus Services Rules and Regulations for 2021/2022

- 1) Bus attendant in every bus – Covering 2 trips (morning 1 trip and return trips) exclude out of zone bus.
Arrival at school: Before 8.20 am
Return at 12.50 pm & 3.20 pm
- 2) A list of the bus zone & fares will be attached.
- 3) Bus fare will be billed according to the school semester plan, which covers the entire school year, with 2 semesters.
- 4) For 3 children and above in 1 family using the bus service, a 10% discount will be given to the family.
- 5) Payment of bus fares have to be made within 14 days from date of invoice. Late payment may cause disruption of bus service.
- 6) Upon registration of the bus service, bus service will be arranged within 5 working days.
- 7) Shall the zone bus be full, new registrations will be put on waiting list. The transport will be arranged within 2 weeks.
- 8) Pick up and drop off point for condominiums will be strictly at guardhouse unless heavy rain.
- 9) In event of lateness due to bad weather or traffic delay, parents will be informed via handphone at the shortest time. If the bus fails to arrive within 15 minutes of the scheduled pick-up time due to unforeseen circumstances, parents can call a taxi. Reimbursement of taxi fare can be obtained from the Transport Office.
- 10) Parents are to abide to the time allocated by the bus company. All buses will not be waiting if the children are late for bus. No call will be made to parents if they are late.
- 11) All bus routes travelling time will be within 50 minutes subject to traffic condition excluding out of zone area. More travelling time will be needed for travelling distance for the special zone area.
- 12) No switching of buses. No taking over of seats from any of the bus if any of the student is not in the bus.
- 13) No playdate ride is allowed on every Wednesday 12.50 pm.
- 14) Parents are strictly not allowed to travel with the buses.
- 15) Non school bus registered child/children are allowed to join the bus for playdate ride. There will be \$5 charge per ride and subject to seat availability.
- 16) For EC student who is below 1.35m, parents are advisable to provide their own booster/safety vest if they would like their child/children to use the booster or safety vest. The bus office will keep all boosters/safety vest after the children reach the school and will return to the respective bus when going home.
- 17) Students are not allowed to alight at non-designated points or travel in other buses unless approval given by bus company.



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- 18) Students must remain seated and keep their seat belts fastened throughout their journey. Eating and drinking are not allowed in the bus except for drinking of plain water.
- 19) Sharp and potentially hazardous items such as penknives and aerosol sprays are prohibited on the bus. Stationery and toys must be kept in the bag.
- 20) Students are expected to be considerate and respectful toward their bus driver, attendant and fellow students in the bus. Fighting, bullying, offensive language or any unruly behaviour will be reported to the school and subsequent disciplinary action may be taken. Student with repeated misconduct will be suspended from taking the bus service.
- 21) ALL children are required to have their temperature taken before boarding the buses by the respective bus attendant. Do note that any readings above 37.5 degree will not be allowed to board the bus as per regulations from the government.
- 22) Mask-on will be REQUIRED at all times throughout the whole journey. Children without mask will not be allowed to board the bus.
- 23) Every child will have a designated seat, where he/she has to sit on every bus ride to minimize interchange between the kids.
- 24) In events if any children start to develop flu-like symptoms such as cough, fever etc in school, they will not be allowed to board the bus. Parents will have to immediately pick them up from school personally and proceed to seek medical attention.
- 25) 1 month notice by written or email notification is to be given for termination of bus service. Refund of bus fare will be made on pro-rated basis. If notice given is less than 1 month, no refund will be made.
- 26) For return trip, in order to let the children, have sufficient time to get to the bus bay, the grace time for waiting for the children is 10 minutes. The buses will leave the school compound as below timing:
 - Classes end at 12.50 pm – buses will leave school latest by 1 pm
 - Classes end at 3.20 pm – buses will leave school latest by 3.30 pm
- 27) All complains or feedback by parents will be handled within 5 working days. All feedback can be sent to email dbest.bts@gmail.com