



D'BEST BUS TRANSPORT SERVICES

Mailing Address : 38 Swiss Club Road, 288140

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Company Registered No.: 53275512W

Rules and Regulations for Bus Services 2022/2023

1) Arrival in school: Before 8.20 am.

Dismiss from school: 12.50 pm & 3.20 pm. Bus leaving school at 1 pm and 3.30 pm.

10 minutes of grace timing are given for children to go to the bus bay for their bus after dismissal.

2) Bus Attendants is provided excluded out of zone bus and special zone bus.

3) Application must be made at least 1 week prior to the proposed commencement date of the bus service. All applications are subject to acceptance by D'Best Bus Transport Services. Bus service will be arranged within 5 working days. Should the specific bus be full, children will be put on waiting list. Transport will be arranged as soon as possible.

4) For one-way bus service, bus fare will be charged at 80% of the full bus fares. Priority is given to children taking the two-way bus service. Seats are subject to the availability for one-way bus service.

5) Bus fares are calculated based upon 2 semesters billing in one academic school year. Payment must be made within 2 weeks from the date of invoice via Internet Banking, Paynow or crossed cheque made to "D'Best Bus Transport Services". Late payment may result in the loss of seat in the bus.

6) One month written notification should be given for termination of bus service. Refund will be made by pro-rated basis. No refund will be made for less than one-month notification and/or children who are suspended by the school.

7) Parents/Guardians must inform the transport office 2 weeks in advance for the change of address. Please check with the transport office if the new address is being served by the existing bus route.

8) Parents/Guardians are strictly not allowed to take the bus together with their child/children due to insurance coverage.

9) Children are liable for any damage caused by them in the bus and a compensation is required.

10) Children residing on roads with dead-end or narrows lanes must walk to the pickup points designated by the Transport office. Children residing in condominiums will wait for the buses at the meeting point designated by the transport office.

11) The children shall only take the bus that have been designated to him/her and shall only be picked up and/or dropped off by the bus at the designated pick up and/or drop off address. If your child has a sleepover or a playdate, no bus transport will be arranged. There will be no exceptions.

12) The pickup/drop off time can change if there is new child joining the bus, a change of address, ... The transport office will provide you with the new schedule.

13) The maximum travel time for any child on board within the bus zone is 50 minutes and subject to traffic. The travel time might be longer for the out of zone children.

14) To prevent any unnecessary delay, Parents/Guardian must inform the transport office as early as possible if their child/children are not taking the bus to school.

15) Parents/Guardians must respect the pickup schedule communicated by the transport service. It is recommended to be on time at the pick-up point even if the bus might be late due to unforeseen reasons (traffic, rain, works on the road,). If the child doesn't show up, the driver will leave without notice 1 minute after the allotted pick-up time. No calls will be made to parents/guardians. For return trips, parents will be informed of the timing to pick up their child. Parents/Guardians must be present on time to collect the child. If not, there will be delay for the other children on the same bus to reach home. In case of absence of parents/guardians, the bus will drop the rest of the children first then return. Parents will be asked to pick up the child from school as soon as possible. If a bus driver is consistently kept waiting by the same child, a report will be made by the transport service.

16) In events if any children start developing flu-like symptoms such as cough, fever, running nose etc in school, they will not be allowed to board the school bus. Parents will have to immediately pick up their children from school personally and proceed to seek medical attention.

17) In the event of a delay due to unforeseen circumstances, the transport office will inform the parents/guardians. If the bus fails to arrive with 30 minutes at the scheduled pick-up time without any notification, the child/children may take a taxi and ask for a reimbursement from the transport office by filling a claim form.

18) Children 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) Stationery and toys must be kept in the bag.

20) Children are expected to be considerate and respectful toward their bus driver, attendant, and fellow children in the bus. Fighting, bullying, offensive language, or any unruly behaviors will be reported to the school and subsequent disciplinary action may be taken.

21) Parents may contact Ms Samantha at 90039234 or by email: dbest.bts@gmail.com / Swiss School In Singapore for any questions, feedback, or complaints. All feedback or complaints will be handled within 3 working days.