

D'Best Bus Transport Services Rules and Regulations

- 1) Bus Attendant in every bus – Covering 3 trips (morning 1 trip and return 2 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 by 2 semesters. According to school semester plan which cover the whole school year
- 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 causes disruption of bus service.
- 6) 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 on call for taxi. Reimbursement of taxi fare can be obtained from the Transport Office.
- 7) Parents are to abide to the time allocated by bus's 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.
- 8) All bus routes travelling time will be within 50 minute subject to traffic condition excluding out of zone area. More travelling time will be needed for travelling distance for the special zone area.
- 9) No Switching of buses. No taking over of seats from any of the bus if any of the student is not in the bus.
- 10) **No playdate ride is allowed on every Wednesday 12.50 pm.**
- 11) **Parents are strictly not allowed to travel with the buses.**
- 12) **Non school bus registered child/children are allow to join the bus for playdate ride. There will be \$5 charge per ride and subject to seat availability.**
- 13) **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 time.**
- 14) Upon registration of the bus service, bus service will be arranged within 5 working days or shorter.
- 15) Shall the zone bus is full, new registration will be put on waiting list. The transport will be arrange within 2 weeks or shorter.
- 16) Pick up and drop off point for condominiums will be strictly at guard house unless heavy rain.
- 17) 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.
- 18) 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
- 19) All complains or feedback by parents will be handled within 3 working days. All feedback can be sent to email link to the school.