



## SCHOOL BUS SERVICE

### Terms and Conditions

1. The bus fares are based on the distance (in km) between the school and the pick-up (or drop-off) address. The indicative distance is based on Google map or the Singapore Street Directory.
2. All charges shown above are in Singapore dollars and subject to prevailing GST rates.
3. Distances exceeding 14km may be subjected to additional surcharge to make it financially viable to offer the school bus service.

Distance from School (in km)	Annual Fares per Child
Within 2km	\$1,520
>2 - 4	\$1,710
>4 - 6	\$1,938
>6 - 8	\$2,148
>8 - 10	\$2,318
>10 - 12	\$2,508
>12 - 14	\$2,698
>14	To be Advised

4. A sibling discount of 20% applies for each child starting from the third child onwards.



5. Student may ride one-way subject to the terms & conditions. For one-way trip, the bus fare will be 75% of the full fare to the nearest dollar.
6. **Payment must be made by the due date stated on the invoice. Kindly note that the final route planning and seat will be confirmed only upon payment.**
7. All invoices and receipts will be issued through the School's Finance Office. Payment can be made in **cash, crossed cheque**, or through **telegraphic or interbank transfers**.
  - Cash payment can only be made at ISS Preston Campus @ 21 Preston Road, Singapore 109355.
  - All crossed cheques should be issued to **ISS International School Pte Ltd**
  - Telegraphic or interbank transfers to:

Bank:	<b>Development Bank of Singapore Ltd Shenton Way Branch 6 Shenton Way DBS Building Tower 2 Singapore 068809</b>
Bank number:	<b>7171</b>
Branch number:	<b>003</b>
Bank account type:	<b>DBS Current</b>
Account name:	<b>ISS International School Pte Ltd 21 Preston Road Singapore 109355 Tel: 64754188 / 64600446</b>



	<b>Fax: 6460 0400</b>
Account number:	<b>003-922508-3</b>
Swift code:	<b>DBSSSGSG</b>
Message:	<p><b>Please indicate the student's name and invoice number in the payment details column upon remittance.</b></p> <p><b>Kindly email your payment advice to <a href="mailto:yapphekling@iss.edu.sg">yapphekling@iss.edu.sg</a></b></p>

8. For early termination of the bus service, a written notice must be submitted to the school bus office at least 3 weeks prior to the termination date. Policy on refund, if applicable, will be in accordance to the refund policy for course fees.
9. Bus routes are planned ahead with the objective of ensuring a smooth journey in the shortest time. Drivers are therefore not authorized to make any changes without the approval of the school.
10. **The provision of school bus services are subject to prevailing conditions and bus availability. ISS requires at least 4 weeks advance notice for new applications or changes to pick-up (or drop-off) locations during the academic year. Late submission of applications or change notice of change may result in students not being able to ride the bus on the desired date.**
11. The bus route, pick-up time and arrival times are subject to unexpected road and traffic conditions beyond the control of the drivers. However, all effort will be made to minimize any inconveniences caused and keep the delays to no more than 15



minutes for morning pick-ups, and not more than 30 minutes for afternoon drop-offs.

12. Where the students' residences are not on main roads or the locations are inaccessible for any reasons, they must walk to the pick-up location as designated by the school bus office. Students residing in condominiums or apartments should wait for their buses either at the security guardhouse, clubhouse or main gate as designated by the estate's Management Office. Students may also be required to cross the road to board the school bus if the bus is travelling in the opposite direction.
13. Unauthorised personnel, parents, family members, guardians and domestic helpers are **NOT** allowed to accompany the children on the bus.
14. All students attending **Grade 3 and below** should always be accompanied by an adult when boarding and alighting from the school bus.
15. For morning pick-up, students are reminded to be at the pick-up location at least 5 minutes before the stipulated pick-up time. There will only be a 2-minute waiting time before the bus moves off to the next location. **If the student missed the bus, he/ she will have to find alternative transport to school, at own cost.**
16. On return trips, there should be a designated adult to wait for students in **Grade 3 and below** at the drop-off location at least 5 minutes before arrival time. In the event that there is no adult waiting at the drop-off location, the bus will return the student back to the school campus for security reasons. Parents will be informed to pick their child from school at their own cost.



17. If the parents decide to keep the student at home for any reasons, the parent or designated guardian should contact and inform the School Bus Office in advance.
18. If the designated adult missed the pick-up at the drop-off location, he or she should contact the School Bus Office to make alternative arrangements or arrange to pick up the child at the next drop-off location.
19. Should there be any change of pick-up (or drop-off) location during the academic year, the parent or guardian should formally inform the School Bus Office at least one month in advance to incorporate the new location. Ability to incorporate the new location among the existing bus routes is subject to the possibility of fitting it into existing bus routes and seat availability. Parents may want to consult the School Bus Office prior to their move to confirm that the school bus services will still be available.
20. For any bus related matters, parents can contact Mr. William Cheong, Senior Transport Executive at the School Bus Office on school days from 7:30am to 5pm; Mobile no. **9663 6100**; email: [schoolbus@iss.edu.sg](mailto:schoolbus@iss.edu.sg) Alternatively they can also contact the respective office secretaries to convey messages to the School Bus Office. ISS contracts bus operators to provide bus services for its students. This service is offered at the request of the parents or guardians. ISS will make the necessary arrangements with the bus contractors on behalf of parents and work closely with them to manage the daily bus operations and services.
21. All applicants must agree and sign a **Release Waiver and Indemnity Agreement** prior to the confirmation of the bus service.
22. Students travelling on a school bus are expected to strictly adhere to the following rules and regulations:



- Students should be at the designated pick-up location at least 5 minutes before the stipulated bus arrival time. The bus driver will only give an allowance of 2 minutes if the student is not at the pick-up location upon the bus arrival. The bus will leave for the next location after the 2-minute waiting time.
- Seat belts should be worn at all times during the bus journey.
- Littering, smoking and chewing gum are strictly prohibited.
- Students shouting, quarrelling or using coarse or vulgar language will receive a warning from the bus attendant.
- Eating and drinking, other than plain water, are not allowed on the bus.
- Pets are not allowed on the bus (except with approval from the Principal's Office).
- Students should not carry sharp objects such as pocket knives on the bus. Other potentially harmful items such as scissors, pen knives, pencils, pen, etc. should be kept inside their school bags during the journey.
- Students who opt for a one-way service (home-to-school or school-to-home) will only be allowed to board for their opted trip.
- Students can only board the buses assigned by the school.
- Students should use the specific seat assigned by the School Bus Office. The seating arrangements will follow the principle of allowing the younger children to be seated nearer to the bus attendant or at the front rows.



Students are not allowed to switch their seats without the approval of the bus attendant.

- The bus attendants are tasked to ensure safety and discipline on the bus at all times and students should follow their instructions. Students should be courteous and respectful towards the drivers, attendants and other passengers.
- Students should inform the bus attendant in advance if they know that they will not be taking the bus on any particular school day.

23. ISS International School reserves the right to amend the Terms and Conditions from time to time without notice.