



SCHOOL BUS PARENT HANDBOOK

Operated By
Yellow Bus



The Winstedt School



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ABOUT US



Yellow Bus Services Pte Ltd (hereinafter referred to as Yellow Bus) seeks to establish stable, secure and trusting relationships with our business partners. We have over twenty years of experience in this field with a reputation based on integrity and dedication towards our customers.

Our notable business partners have included J.P Morgan and Google, an indicator of the professionalism and a keen eye to detail we display in providing reliable transport, rain or shine, to business corporations and entities. Furthermore, we have a good track record working with international and local schools such as Singapore American School, United World College S.E.A, British Council, Canadian International School, Pei Hua Secondary School, Yuying Secondary School and others.

We have also ferried younger schoolchildren returning to and fro from childcare centres. Reinforcing the fact that safety is indeed our main priority, and we are trusted by a multitude of educational institutions and parents alike with the well-being and care of their students and children.

Moving forward, we hope to grow together with you. We strive to constantly improve our service for families of The Winstedt School and we look forward to being of service to you and your children.



CONTACT US



Mailing Address: 28 SIN MING LANE #03-135 MIDVIEW CITY,
S(573972)

YB Transport Office

Office No (Billing): +65 6556 4257 (0900 - 1600)
Operations No: +65 8182 4197
Email: twsbuse@yellowbus.com.sg
Website: <https://yellowbus.com.sg/>

Operations Manager

Name: Ms Evelyn Koh
Contact No: +65 8182 4197

Office Hours

Monday to Fridays: 0700 to 1700
Lunch Break: 1215 to 1315

Office Hours

(School Holidays)

Monday to Fridays: 0900 to 1500
Lunch Break: 1215 to 1315

ONBOARDING THE BUS SERVICE



The Winstedt School and Yellow Bus are committed to providing safe, reliable, and pleasant journeys to and from school each day. Ensuring the safety of our students and the smooth operation of the bus service remains our highest priority.

Enrolment

To enrol, kindly complete and submit the online registration form which will be available on the school and Yellow Bus website.

- Enrolment into the bus service is only necessary once per year; your enrollment will be automatically renewed every year.
- If you change your address, please inform us at least two weeks in advance to allow us sufficient time to assess and arrange transport services for your new location.
- Please allow at least two working weeks between the date of submission and the commencement of bus services. Late submission of the application form may result in students being unable to utilise the bus service on the requested start date.
- Priority will be given to parents applying for two-way transport services over those applying for one-way services.

For students registering for ECA bus services only, please note that the current ECA transport rates are subsidised for students who are existing regular bus service riders. As such, students utilising only the ECA bus service will be charged based on the prevailing one-way regular bus service rates.

Routings & Coverage

Please note that we will do our best to accommodate all transport applications. However, families residing in less accessible or niche locations may experience longer travel durations, which could exceed 60 minutes. Route availability is reviewed regularly, and parents may contact the Transport Office for further information.

The Transport Office reserves the right to decline new transport requests for routes that do not meet the minimum ridership requirement per mini-bus, or routes that exceed the travel time limits established by the school in consideration of student welfare.

ONBOARDING THE BUS SERVICE



Arrival & Departure

In the morning, there are approximately 13 buses that serve roughly 50% of our students arriving at school between 8:00 a.m. and 8:20 a.m. When students arrive, they will be greeted by TWS staff.

During the afternoon dismissal, bus riders will be dismissed and are to make their way to the bus pick-up zone. The after-school bus departs by 3:35 p.m. and the after-school ECA bus departs by 4:40 p.m.

Communication

We will keep you informed of any transport issues. If there are significant delays in transport or in cases of emergencies, parents will be contacted by, at least, one of the following three methods, depending on the issue.

- SMS Messaging to your mobile phones
- Personal contact via landline/mobile phones
- Email

Please ensure that your contact details are up to date. SMS messages will be sent to ONE parent's mobile number (only) as recorded on the Transport Office's database. You can check the contact details that the school holds for you and make any changes necessary via the online database.

PAYMENT



All charges are billed in Singapore Dollars (SGD) on a per-term basis.

Payment is generally due within two (2) weeks from the invoice date. Should an extension be required, parents are advised to inform the Transport Office in advance. Payments can be made via PayNow or bank transfer.

For details regarding the fee schedule, please refer to the Bus Service Fees section. All quoted fares are subject to prevailing GST rates.

Termination

Should you wish to terminate the transport service, written notice must be submitted to the Transport Office at least one (1) month prior to the intended last day of service.

Where a student is withdrawn from the school and/or transport service, a refund of the bus fare will only be applicable if one (1) month's written notice is provided.

No refund will be granted in the event of a temporary suspension imposed by the school.

Refund

Parents will be entitled to a refund for the remaining weeks of service, excluding the week in which the written notice was submitted to the Transport Office, provided that a minimum of one (1) month's written notice has been given.

- Refunds will not be granted for students who are suspended from school.
- Refunds will not be granted where the student is withdrawn from the transport service without one (1) month's prior written notice submitted to the Transport Office before the intended termination date.
- Refunds will not be granted where the option to utilise taxi transport services has been provided.

Reimbursement

Parents are entitled to reimbursement of taxi fares when prior approval has been granted by the Transport Office. If parents choose to arrange transport other than the authorised taxi service provided by the Bus Office, reimbursement will be limited to the equivalent cost of the approved taxi fare for the journey.

PAYMENT



Bus Service Fees

Fares are determined using Google Maps, calculated on a straight-line distance basis, and are grouped according to distance from The Winstedt School premises at Upper Boon Keng Road, Singapore.

Before confirming your residential move, parents are encouraged to contact the Bus Manager to check whether bus service is available to the new address, as services are subject to demand.

- +65 8182 4197
- twsbus@yellowbus.com.sg

All charges are stated in Singapore Dollars and are billed on a term basis, with payment required four times per school year.

All quoted fares are subject to the prevailing GST rate and any other applicable charges as determined by school management.

Diesel Surcharge

The agreed school bus service fees are based on a diesel pump price of up to SGD \$3.00 per litre. No diesel surcharge will be applied if the diesel price remains at or below this rate. However, should the diesel price exceed SGD \$3.00 per litre, YB reserves the right to impose a proportional diesel surcharge corresponding to the increase above the base rate.

The diesel surcharge percentage will be reviewed at the beginning of each school term and any revision will be communicated in writing prior to implementation.

Should diesel prices return to SGD \$3.00 per litre or below, the surcharge will be removed in the subsequent term review.

GENERAL GUIDELINES



Standard of Vehicles

Students are transported in various buses ranging from 10-seater minibuses to 49-seater coaches. Each of these regular buses are equipped with the following:

- Air-conditioning
- Fire extinguisher
- First Aid Kit
- Seatbelt for every seat
- YB Parent App

All buses undergo inspections at LTA-approved inspection centres twice a year to ensure that safety standards are consistently maintained at a high level. In addition, the Transport Office conducts internal inspections throughout the year to ensure ongoing safety and service quality.

Behaviour Expectations of Student Passengers

If a student's behaviour on the bus persistently gives cause for concern, we reserve the right to ask parents to make alternative transport arrangements.

Lost Property

Clearly labelled lost items will be delivered to the school office. All unlabelled items will be retained on the bus for up to one week before being disposed of.

Students are encouraged to take responsibility for their belongings, as we cannot accept liability for any lost items.

Any food items found will be discarded at the end of the day.

Seating

As a general rule, younger children are seated closest to the Bus Attendant. However, this arrangement may be adjusted if an older student needs to be seated nearby for medical or behavioural reasons.

Older students, particularly those in Years 8 to 13, are seated on a first-come, first-served basis, depending on the specific circumstances of each bus. Only older students are permitted to occupy the front seating area next to the driver.

GENERAL GUIDELINES



Accounting for Student Safety

We understand that your child's safety is of the utmost importance to you, and we would like to assure you that all necessary measures are taken to ensure every student boards the bus safely.

Our drivers are trained to conduct a thorough headcount before departure and to verify that all students are present and accounted for. In addition, we utilise GPS tracking and real-time monitoring systems to help ensure that no student is left behind.

We also maintain close coordination with schools through established communication protocols in the event a student is missing or unaccounted for. Our team is always on standby to respond promptly to any emergencies and to ensure that every student is safely transported to their destination.

Changes to Bus Timings

Changes to bus timings or pick-up and drop-off locations are implemented only when deemed necessary by the Transport Office to support overall service efficiency and the needs of the route.

Requests for adjustments to improve an individual student's journey may be considered upon parental request. However, Yellow Bus reserves the right to stipulate conditions as needed where such changes may impact overall operational arrangements.

PARENTS' RESPONSIBILITIES



Please inform the School and Transport Office at least one day in advance of any changes to your child's transport arrangements. This allows us to ensure minimal disruption to other passengers and staff, and helps maintain accurate records for the safety and location tracking of all students.

Kindly submit any changes through the following channels:

- Email

- twsbuse@yellowbus.com.sg and
- info@winstedt.edu.sg

- Call

- +65 8182 4197 (Ms Evelyn) and
- +65 6715 5373 (School)

Parents should:

- Please ensure that students are present at the designated pick-up point at the scheduled time. The bus will wait for a maximum of **one minute** after the designated time before moving on to the next pick-up point. Please note that no calls will be made to locate absent students, and the Transport Office will not be responsible for subsequent transport to school.
- Parents are required to inform the Transport Office if their child will not be taking the bus or if there are any changes to their transport arrangements.
- Parents should ensure that children are aware of expected behaviour standards and the consequences of misconduct while on the bus.
- Children must be reminded to wear seatbelts at all times during the journey.
- Parents are responsible for their children, until they are assisted onto the bus by the Bus Attendant, and from the time they are released at the designated drop-off point. Parents or guardians are not permitted to travel on the school bus.
- A change of address requires a minimum of two weeks' written notice. For new locations in niche or low-demand areas, adjusted pick-up times may be longer and will need to be accepted accordingly.
- For students who are not permitted to alight independently, a responsible adult must be present at the pick-up point to receive the child. Yellow Bus will do our due diligence to call the parents, if no contact can be made and no one is present, the student will be returned to school and an additional fee of \$60 will be charged.

BUS RULES & REGULATIONS



Bus Rules & Regulations

- Remain seated at all times. Seat belts are to be worn during the journey except when getting on or off the bus.
- Students are required to speak in a quiet tone of voice and behave in a respectful manner while on the bus. Appropriate language is expected at all times. Teasing, name-calling, and the use of offensive language are strictly not permitted.
- Fighting, bullying, and rough play are not permitted on the bus. Students must keep their hands and feet to themselves at all times.
- Eating or drinking on the bus is not permitted.
- Be courteous to the bus drivers and attendants and follow their instructions.
- Parents who opted for an adult to receive the student upon bus arrival are to ensure that there is someone at the pick-up point ready to fetch the student at the allocated dropoff time. The School and Yellow Bus highly encourage students in Early Years to be fetched by an adult. Students not picked up will be taken back to the School with an additional \$60 fee to await collection.
- Seats cannot be reserved for friends travelling on the bus.
- Students will be dropped off only at the School, their own home or the designated dropoff point. NO provision can be made for students taking their friends home who normally travel on another bus or by car.
- Students residing on roads with dead-end or narrow lanes must walk to the pick-up points designated by the Transport Coordinators. Students residing in condominiums will wait for their buses at the main gate where the security guardhouse is usually located.
- Please note that parents/guardians are NOT permitted to ride on the school bus.
- APPLICATION – We require at least 2 weeks advance notice for all new applications and changes of address. Late submission may result in students being unable to get on the bus on the desired date.
- The School's "No Devices Policy" applies to the school bus. Students are not allowed to use devices during their commute.

PERSONAL DATA PROTECTION



Protection of Personal Data

To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third-party service providers and agents only on a need-to-know basis.

You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

Accuracy of Personal Data

We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

Retention of Personal Data

We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.

QUESTION AND ANSWERS



Q1: Why can't my children have fixed bus timings or be served by fixed bus sizes?

Bus sizes and pick-up/drop-off timings are dependent on the composition of families that are served by the bus. This will change as new families apply for transport services or when families change their place of residence. As a result, bus sizes and timings may change accordingly.

Q2: Why is my child picked up first and dropped off last?

At present there is no queuing policy, as in First-In-First-out or Last-in-First-Out in practice. Roads for travel to school and roads that travel from school may be very different as such pick-up and drop-off positions are solely dependent on the route travelled.

Q3: Why is it that my child is not the last to be picked up though we reside nearest to the school?

As per above, bus timings are subject to the composition of families served by that particular bus. It is not practical to have Pick-up and Drop-off positions dependent on the distance of the place of residence to the school. Travel routes and road conditions have to be considered first. In order to balance the varied interests of families served by a particular bus, we do not implement any queuing system or fix bus positions on the basis of distance.

Q4: Why is the bus taking a longer journey time than if I travel by car?

Buses are not just picking up one child/family and coming to the school directly, but are picking up multiple families along the way to school. Hence, they do take a longer time to arrive at school and please remember that students are picked up from house to house or the nearest possible pick-up point to the house.

Q5: Where is the Pick-up and Drop-off point for my condominium?

As a rule, for private condominiums, all Pick-up and Drop-off points are at the Guardhouse or gate barrier. Our buses are not able to provide door-to-door service in a condominium because it will increase the journey time. Some condos may also have limited space for a bigger bus to enter or to turn around.

QUESTION AND ANSWERS



Q6: Where is the Pick-up and Drop-off point for my house?

For private houses, all buses will Pick-up and Drop-off at the gate of the house. However, certain private housing estates have narrow roads or a dead end that prevents our buses from making a turnaround. As such, students will be transported in so far as it is practical and safe. The bus office will advise the family of the nearest Pick-up/Drop-off point.

Q2: Why is my child picked up first and dropped off last?

At present there is no queuing policy, as in First-In-First-out or Last-in-First-Out in practice. Roads for travel to school and roads that travel from school may be very different as such pick-up and drop-off positions are solely dependent on the route travelled.

Q7: How much notice is needed when I intend to change my place of residence or if I am a new applicant for transport service?

We require a minimum notice of two weeks in order for us to plan and organise the transport service. Notice given must include the actual start date or move date and the address information, without which planning will not be possible. Families who intend to change their transportation pattern should also inform the Bus Office as early as possible as seats are limited.

Q8: What decides the size of buses used for transport service?

Bus size is dependent on the number of families requiring transport service in a particular area and the journey times. It is not viable just to have a fleet of small buses or one comprising big buses to serve the school. In order to accommodate new families and those who change their place of residence, we may require changing the bus serving you in terms of the bus size as well as the timing, from time to time.

Q9: Why are buses late at times in the morning or afternoon?

Late buses could be due to a variety of reasons from road works, traffic congestion, rainy weather, parents/guardians not at the designated Pick-up/Drop-off points, bus breakdowns, etc. However, in the event of a bus delay, parents will be informed via SMS, Phone Call or YB Parent App. Families requiring more information may also reach us at +65 8182 4197.

QUESTION AND ANSWERS



Q10: Is my child covered under any insurance while travelling on the transport service?

Singapore Transport Law requires that each bus maintain Third Party Vehicle Insurance coverage. This insurance is limited to S\$5 million and no bus is permitted to carry passengers on the roads without having purchased this coverage.

Q11: Are the buses safe for our children to travel on?

In Singapore, it is mandatory for buses and other commercial vehicles to be inspected by authorised inspection centres every year to certify that the bus is safe for travel on the road thus ensuring the safety of passengers in the bus. Yellow Bus Services requires all their contracted buses to conduct servicing and maintenance on a quarterly basis.