

Terms & Conditions

- (1) **The collection of bus fee in one (1) academic school year and is spread over 9 calendar months (January, February, March, April, May, July, August, September and October). It does not include additional remedial lessons/ CCAs being arranged outside of the normal curriculum time. The bus fee is calculated based on 1 way. For 2 way an additional charge of \$10 - \$20.**
- (2) Payment should be made by the first week of each month.
- (3) Payment is preferred via cheques / electronic transfer methods. In the event of cash payment disputes, parents have to make good the **loss** or **differences**.
- (4) For **Cheque payment**, strictly **NO** post-dated cheque is to be issued and parents shall ensure that there is sufficient fund at all times for transaction to be cleared. Else, RS Transport Services will impose an administration charge of **\$2** for this non-clearance of cheque when notified by the bank.
- (5) For **bank transfer**, please indicate the school and child's name. eg **SAJS/child's name** in your transaction. Please attached a note in the bus card if you are not able to do a printout of the transaction indicating the date of transfer, amount and transaction number.
- (6) For **ATM transfer**, please put ATM receipt into the bus card.
- (7) Termination notice must be given 1 month in advance in writing or 1 month's bus fee in lieu of notice should be given.
- (8) Students must wait for the bus **5 minutes** before the stipulated arrival time at the specific pick-up point and parents cannot fault the driver over the interpretation of accuracy of time.
- (9) Should the bus breakdown or no show, parents may make an incident claim of **\$3**.
- (10) If the school suspends your child from taking the school bus due to misbehavior/bullying of others in the bus, there will not be any refund of bus fees for the suspension period.
- (11) Parents are liable to pay for any damages to the bus through the misdeeds of their child/children.
- (12) Please note that parents are **NOT** permitted to ride in the school bus.
- (13) Any replacement of bus card shall be charged **\$5** each time.
- (14) Cut-off date for registration is on the **19th Nov 2021**. For any registration after the cut-off date, parents will be informed of seat availability.
- (15) When you register for the bus service, **1 month's fare** will be collected. Registration is **ONLY** complete together with payment. However, if withdrawal is made 1 week after registration, 1 month's fare will be forfeited.
- (16) Parents cannot request for a specific time of pickup/drop off.
- (17) Fares given during registration are tentative. Fares may be adjusted after confirmation of pick-up and drop-off points.
- (18) All information regarding change of address must be conveyed to RS Transport Services at least 2 months in advance **BUT** there shall be no guarantee of a seat in the other bus **OR** a bus serving that location.
- (19) If the pick-up and drop off are of different location, a fee as **PER** different location has to be paid.
- (20) RS Transport Services reserves the right to suspend the child if his/her payment is behind schedule.
- (21) RS Transport Services reserves the right to make changes to its routes, drivers, buses, pick-up/drop-off time, etc, and also reserves the right to amend its Term and Conditions as and when it deems fit.

Commonly asked questions

Q1: When do I need to make payment?

A: Payment should be made by the first week of each month.

Q2: What is the mode of payment?

A: Parent is advice to make payment by **Cheque, bank/ATM transfer** and hand the cheque/bank transfer slip together with the bus card to the regular driver who fetches your child (Note: **ONLY hand to Regular driver** and not replacement or CCA driver).

Q3: How does RS Transport Services prove that I have made payment?

A: We will sign on the bus card when it is returned back to us with your preferred mode of payment.

Q4: When will the bus driver call to inform us on the pick-up and waiting point before school re-open?

A: Our driver will inform you by a call or sms between 29th to 30th December. If you do not receive any information after 30th December, please call us at **62510281 / 62510283** for your bus information but your calls may not answer quickly because we expect our lines to be flooded with many calls. Otherwise you can email to us at: rstransport@hotmail.sg

Q5: If my child is not feeling well and not taking bus in the morning / afternoon, who should I contact?

A: If the child is sick and not taking the school bus in the morning or afternoon, please call or sms to notify your bus driver.

Q6: Where is the pick-up and drop-off point for (i) regular buses and (ii) supplementary buses?

A: The regular bus drivers will decide where will be the routine pick-up/drop-off point and supplementary bus drivers will decide where will be the drop off point and drop off point for regular and supplementary bus may not be the same.

Q7: Where is the pick-up and drop-off point if I am staying in a condominium?

A: Generally, the pick-up and drop-off point for condominiums are at the **guardhouse or at the gate barrier**.

Q8: Where is the pick-up and drop-off point if I am staying at the end of the road in a private estate?

A: Students residing on roads with dead-end or narrow lanes must walk to the pick-up points designated by the bus driver.

Q9: If parent sense that the bus is unusually late and the bus driver is not contactable in the morning, what should you do?

A: You should make alternative arrangements to send the child to school immediately.

Q10: What if the bus breakdown or bus driver call in to report sick in the morning?

A: Last minute bus breakdown or driver call in to report sick in the morning, driver will call/sms parents to inform you to make arrangement to send your child to school. It is very difficult for us to arrange a replacement driver to pick up in the morning last minute. The replacement driver is not familiar with the routing and he needs time to learn the route. The fastest and most effective way is to send the child to school by parent.

Q11: What is the notice period for terminating the bus service?

A: Termination notice must be given 1 month in advance in writing or 1 month's bus fee in lieu of notice should be given.

Q12: Are children allowed to board a different bus freely while going back home?

A: Children are not allowed to switch to a different bus freely from their regular assigned bus and cross-transfer will create unnecessary disarray in transport arrangement.

Q13: Is there any bus transport after my child finishes his Supplementary / CCA lessons?

A: Please contact RS transport whether is there an existing bus service at 3.30pm that is serving your area. Additional cost will apply for the 3.30pm bus arrangement.

Q14: What happened if the bus transport does not cover your area or the seats are fully occupied?

A: Please make your own transport arrangement, it is not possible for us to add in 1 new bus or change a bigger bus to cater for 1 child.

Q15: What happened if I move to an area where the bus transport do not cover or fully occupied?

A: Please make your own transport arrangement, it is not possible for us to add in 1 new bus or change a bigger bus to cater for 1 child.

Q16: Can I charter a private transport where there is no bus service for my child?

A: Please contact RS transport whether is there a private transport service serving your area. Additional cost will apply for the private chartering service. Parents cannot request for a specific time of pickup/drop off / driver / routing.

Q17: Why is there a change to my child's pickup / drop off time during the year?

A: It is because there is new student joining the bus service in your child's bus or students terminate the bus service. This will affect your child's pickup / drop off time. RS Transport Services reserves the right to make changes to its routes, drivers, buses, pick-up/drop-off time. Parents cannot request for a specific time of pickup/drop off.

Q18: Why does the pickup and drop off time changes from year to year?

A: It is because every new year there are new Primary 1 students joining your child's bus and primary 6 students leaving. This will affect your child's pickup / drop off time. RS Transport Services reserves the right to make changes to its routes, drivers, buses, pick-up/drop-off time. Parents cannot request for a specific time of pickup/drop off / driver / routing.