

Holland International School

School Bus Manual

2023 -2024

Woodlands Transport

Woodlands Bus Service overview

In this handbook you can find the information and procedures regarding the School Bus Service provided by Woodlands Transport Pte Ltd.

Please read the information carefully.

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Bus Registration

Woodlands will provide its bus services under a framework agreement with Holland International School. Parents also sign a contract with Woodlands for the requested services. Registering for the school bus service can be done using the procedure below. Below is a summary of the Woodlands registration and cancellation policies.

- ❑ Registration can be done online through the parent portal. The link can be retrieved from the Holland International School website. (<https://v2.schoolbus.solutions/>)
- ❑ Parents apply for a school bus for 3 days per week (only available for preschool) or 5 days per week (preschool and all other grades).
- ❑ Pick-up and drop off point is always the residential address.
- ❑ Woodlands requires a 2 week processing period for new registrations. Scheduling is subject to bus availability and residential address location.
- ❑ Registration for the Co-Curricular Activities ('CCA') bus can only be done through registering for a new CCA term for one or more fixed days of the week.
- ❑ Upon successful registration, all children will receive a Woodlands bus tag, to be provided by Woodlands in the first week at school. Children are required to carry this tag for easy verification. Existing bus contracts will prolonged yearly and once registered, the contract remains the same until a contract change or cancellation is received.
- ❑ Please note that changes & registrations at the beginning of the school year have to be submitted **before 21st July 2023**, in order to be processed before the first school day, 14th August 2023.

School times & bus options - overview

The pickup point and drop off point are always the residential address

Regular bus options school out

12:40 pm	2:40pm	3:40 pm	1:40 pm – only Friday
1. Regular bus home	1. Regular bus home	1. Regular bus home	1. Regular bus home
Preschool half days	Preschool full days, Group 1 & 2, Reception/Year 1/ 2	Group 3 to 8	Preschool full days, Reception/Year 1/2, Group 1 to 8

CCA bus options school out

3:40 pm	4:40 pm	2:40 pm – only Friday
1. CCA bus home	1. CCA bus home	1. CCA bus home
Group 1 & 2, Reception, Year 1/2	Group 3 to 8	Preschool full days, Reception/Year 1/ 2, Group 1 to 8

School times & bus options - overview

Hollandse Club bus: Holland International School to Hollandse Club

2:40 pm - Monday	3:40 pm - Monday
1. Hollandse Club bus	1. Hollandse Club bus
Group 1 & 2, Reception, Year 1/ 2	Group 3 to 8
2:40 pm - Wednesday	3:40 pm - Wednesday
1. Hollandse Club bus	1. Hollandse Club bus
Group 1 & 2, Reception, Year 1/ 2	Group 3 to 8
2:40 pm Thursday	3:40 pm - Thursday
1. Hollandse Club bus	1. Hollandse Club bus
Group 1 & 2, Reception, Year 1/ 2	Group 3 to 8

The Yard bus; Holland International School to The Yard (Bukit Timah)

1:40 pm Friday
1. The Yard Bus
Group 1 & 2, Reception, Year 1/ 2, Group 3 to 8

School times & bus options - details

For improved service and safety, all bus trips will need to be registered by Woodlands. Bus transport is subject to availability, Kindly contact us at schoolbus@hollandinternationalschool.sg or +65 8125 8771

Regular bus (12.40pm, 2:40pm, 3:40pm & 1:40pm on Friday)

Routes, pick-up & drop-off times are subject to change. Cancellations for the regular daily school bus must always be reported to Woodlands at the earliest occasion. Please inform Woodlands on incidental cancellations and/or changes (including pick up by the parents/guardians), in order to prevent delay for the other students.

CCA bus (3:40pm & 4:40pm on Monday – Thursday / 2:40pm on Friday)

- The CCA bus can only be booked per CCA term for the full term. There is no reimbursement upon cancellation during the term.
- The CCA bus will be provided at an **additional cost of SGD 10,- per trip for families with regular bus contract & SGD 13, - per trip for families without regular bus contract**. E.g. this will accumulate into SGD100,- when the term consists of 10 weeks, to be invoiced separate from the regular bus contract.
- For the CCA bus service, Woodlands will use a smaller number of buses and with other routes than the regular buses. Therefore, the regular timing schedule does not apply. Drop off time may vary from time to time due to number of students on board the bus.

Hollandse Club bus: Monday/Wednesday/Thursday (2:40pm & 3:40pm)

The Yard Bus: Friday (1:40pm)

- The Hollandse Club & The Yard bus can only be booked per CCA term for the full term. There is no reimbursement upon cancellation during the term.
- The Hollandse Club & The Yard bus will be provided at an **additional cost of SGD 10,- per trip for families with regular bus contract & SGD 13, - per trip for families without regular bus contract**. E.g. this will accumulate into SGD100,- when the term consists of 10 weeks, to be invoiced separate from the regular bus contract



WOODLANDS TRANSPORT SOLUTIONS PTE LTD

Holland International School Transportation Fee 23/24

3 days (for Preschool only)							
Travelling Distance (KM)	Tier	Fare for 2 ways (incl. GST)			Fare for 1 way (incl. GST)		
		Term 1 Fare per child (incl. GST)	Term 2 Fare per child (incl. GST)	Term 3 Fare per child (incl. GST)	Term 1 Fare per child (incl. GST)	Term 2 Fare per child (incl. GST)	Term 3 Fare per child (incl. GST)
0.00 to 5.00	1	\$ 964	\$ 567	\$ 624	\$ 701	\$ 412	\$ 453
5.01 to 10.00	2	\$ 1,211	\$ 713	\$ 784	\$ 873	\$ 514	\$ 565
10.01 to 15.00	3	\$ 1,441	\$ 848	\$ 932	\$ 1,030	\$ 606	\$ 666
15.01 to 18.00	4*	\$ 1,586	\$ 933	\$ 1,026	\$ 1,132	\$ 666	\$ 733

5 days (for Preschool and Primary school)							
Travelling Distance (KM)	Tier	Fare for 2 ways (incl. GST)			Fare for 1 way (incl. GST)		
		Term 1 Fare per child (incl. GST)	Term 2 Fare per child (incl. GST)	Term 3 Fare per child (incl. GST)	Term 1 Fare per child (incl. GST)	Term 2 Fare per child (incl. GST)	Term 3 Fare per child (incl. GST)
0.00 to 5.00	1	\$ 1,576	\$ 927	\$ 1,020	\$ 1,152	\$ 678	\$ 746
5.01 to 10.00	2	\$ 1,985	\$ 1,167	\$ 1,284	\$ 1,441	\$ 848	\$ 932
10.01 to 15.00	3	\$ 2,380	\$ 1,400	\$ 1,540	\$ 1,687	\$ 992	\$ 1,092
15.01 to 18.00	4*	\$ 2,618	\$ 1,540	\$ 1,695	\$ 1,857	\$ 1,092	\$ 1,201

* Traveling duration may exceed 45 minutes.

Note:

(1) A flat fee of SGD **\$21.00** will be charged if any child brought back to the school due to absence of parents or guardian at the drop off point.

Service changes – Cancellations & Changes

Cancellations

- ❑ The bus contract can be terminated at any time with two week's notice period. Cancellation can be requested by contacting the transport office (schoolbus@hollandinternationalschool.sg) A refund will only be issued when the service is canceled for the next term or within 3 weeks of each newly started term.
- ❑ There is no refund for incidental cancellations.
- ❑ All cancellations regarding the CCA/Hollandse Club/The Yard bus are to be made through the CCA coordinator (cca@hollandinternationalschool.sg). No refund will be issued under any circumstance.

Regular change requests:

- ❑ Regular changes include a change in
 - ❑ (1) home address,
 - ❑ (2) contact details,
 - ❑ (3) pick-up time at school,
 - ❑ (4) bus option (bus home or no bus) for certain days of the week.
- ❑ Applying for a change in the School Bus Service can be done by contacting the transport office (schoolbus@hollandinternationalschool.sg) .
- ❑ Woodlands requires a 14 working day process period for change requests. When a bus reschedule is required, it is subject to bus availability and residential address location.
- ❑ For CCA/Hollandse Club/The Yard buses, only a request can be made during an CCA term. Due the limitations of this service, a CCA residential address change bus reschedule cannot be guaranteed.

Incidents & Complaints

Bus incidents

- ❑ In case the school bus is involved in a traffic accident, all parents will be informed immediately by the Woodlands officer. In case the bus is unable to continue the route, a back-up bus will be deployed to continue the route.
- ❑ In case of a medical emergency with one of the children on the bus, Woodlands will do its utmost best to contact the parents and the school directly to consult on appropriate actions. Please note that without explicit parental consent, Woodlands cannot make major decisions about medical treatment. The HIS Parental Consent Form does not apply to the School Bus Service.
- ❑ Incidents among children in the bus, such as quarrels, fighting or bullying, will be reported by the bus attendants to the Woodlands officer. The officer will contact the school where needed. The school will give the appropriate follow-up towards the involved parents and children.
- ❑ Parents report on bus incidents to the transport office through (schoolbus@hollandinternationalschool.sg). Parents are advised not to give feedback to the bus drivers and attendants directly, in order to prevent delay on the route.
- ❑ Woodlands can decide to suspend the School Bus Service for a child or family on disciplinary grounds. No refund will be issued for the paid bus fees. Reasons can be; repeated no-shows at the pick-up time, structural misbehavior in the bus or a failure to pay the school bus fees.

Service incidents & complaints

- ❑ For all reporting of incidents and complaints, please email us at (schoolbus@hollandinternationalschool.sg). For non-urgent incidents and complaints, Holland International School will provide feedback within 2 working days.
- ❑ In severe cases, issues can be brought to the attention of the school management.

Incidental changes & Playdates

Incidental changes:

- ❑ Incidental changes for regular and CCA buses include one-time only requests for (1) playdates, (2) cancellation for a school bus trip (including birthday parties), (3) change in the return bus option (home).
- ❑ **All incidental changes have to be requested at least 2 working days in advance in English** and can be done by sending an e-mail to schoolbus@hollandinternationalschool.sg. Please include the date, name and class of the child in the change request. No later than 24 hours before the bus trip will the parents be informed whether it is possible to make the change.
- ❑ If a child is not taking the school bus in the morning due to unforeseen circumstances, please call or SMS Woodlands at **8125 8771** directly to avoid unnecessary waiting and contact Woodlands Transport through schoolbus@hollandinternationalschool.sg.

Playdates:

- ❑ Playdates are subject to seats availability.
- ❑ It is not possible to request for a different drop-off address other than the playdate address.
- ❑ (1) Non regular bus rider is allowed to arrange playdates with the regular bus rider for the school bus service **at the rate of \$13 per ride**. (2) Drop-off address is only applicable to regular bus riders' address.
- ❑ (1) Playdates must be arranged 1-2 days before the actual playdate. (2) Both families must inform Woodlands regarding the arrangements. Woodlands will only arrange the playdates once both families have confirmed.
- ❑ Playdates will be cancelled automatically if one of the students involved reported sick and is not taking the school bus.

Bus procedures

Morning

- ❑ Children must be ready at their pick-up locations (house entrance or condo gate) 5 minutes prior to pick-up time. Parental or guardian supervision at the pick-up location is highly recommended.
- ❑ The bus will wait a maximum of 2 minutes after the scheduled pick-up time at the pick-up location before continuing with the rest of the route.
- ❑ Children of every age group should keep their bus tag with them at all times to allow for easy and correct identification.
- ❑ Bus attendants will ensure the safety of the children by enforcing the use of seat belts. Parents should instruct their children as well to belt up and stay in their seats.

Afternoon

- ❑ Children in Preschool, Reception/Year 1/ 2, Groups 1 and 2 will be brought out by their respective class teachers class-by-class, and will be collected and assisted to their buses at the dismissal point by the bus attendants. For Groups 3 to 8, they will exit school on their own to the dismissal point.
- ❑ Please note that a bus will not be able to leave if one or more children are unaccounted for. If a child is absent unexpectedly, the Woodlands officer at school will attempt to locate the child and if unsuccessful he will contact the parents. It is the responsibility of parents to report cancellations at all times.
- ❑ For a drop-off at landed properties, the bus attendant will ensure the children have entered the house or the garden gate. For a drop-off at appartements or condo's, a proper hand-over to a parent or guardian is needed at the main gate for children in group 3 and below. In case this is not possible, the child will be brought back to the school, the parents will be contacted to collect their children at school and a fine of SGD20,- will be invoiced to the parents for the return trip.

Woodlands service policy

Below is a summary of some general aspects of the Woodlands School Bus Service;

Bus

- ☐ All buses are equipped with correctly operating air conditioning.
- ☐ Buses are clean, in good working order, with proper seats (no pull down seats).
- ☐ All buses are equipped with working 3-point seat belts on every seat.

Route

- ☐ A back-up bus is available in case there is a mechanical failure with one of the buses.
- ☐ WTS shall reimburse the parents of the children who cannot travel because of a failure of the bus to arrive at the pickup point after 15 min of the scheduled pick-up time. Such reimbursement is according to the contract flat fee scheme. Tier 1: SGD12,-, Tier 2: SGD 16,-, Tier 3: SGD 18,-.
- ☐ Parents will receive a prompt call or SMS when the bus is late due to traffic or other delaying circumstances along the route.
- ☐ Regular bus routes must be less than 45 min. It is the objective of Woodlands to plan the routes for a maximum of 40 min. For the first 2 weeks after the beginning of a new school term, bus routes can temporarily take up to 60 min, as pick ups and drop offs tend to take more time in these weeks.
- ☐ Trip distances are based on Google Maps route distances. Woodlands system will always go to the farther travel distance either from school to home or home to school.

Communication

- ☐ The Woodlands officer will be at the transport office at Holland International School from 7 am until 5 pm, which covers the maximum daily time slot for the School Bus Service. After 5 pm the Woodlands hotline is available. He/she will inform parents in case of delay and is available to provide information on daily operations.

Telephone numbers of the Woodlands office at Holland International School

For early morning cancellations (sick leave) and general enquiries:

School: 6466 0662

Woodlands hotline: 8125 8771

Woodlands e-mail addresses

General e-mail address (incidental cancellations, incidental requests, playdate requests etc.):

schoolbus@hollandinternationalschool.sg

Bus coordinator HIS

For further enquiries, information or contact, please contact:

admissions@hollandinternationalschool.sg