Holland International School
School Bus Manual
2022 - 2023

Woodlands Transport
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.

Below is the content summary for quick reference:

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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 17th July 2022**, in order to be processed before the first school day for the schoolyear 2022-2023.
## School times & bus options - overview

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

### Regular bus options school out

<table>
<thead>
<tr>
<th>Time</th>
<th>Preschool half days</th>
<th>Preschool full days, Group 1 &amp; 2 &amp; Reception Class</th>
<th>Group 3 to 8</th>
<th>Preschool full days, Reception Class, Group 1 to 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30 pm</td>
<td>1. Regular bus home</td>
<td>1. Regular bus home</td>
<td>1. Regular bus home</td>
<td>1. Regular bus home</td>
</tr>
<tr>
<td>2:30 pm</td>
<td></td>
<td></td>
<td>1. Regular bus home</td>
<td></td>
</tr>
<tr>
<td>3:30 pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:30 pm – only Friday</td>
<td>1. Late regular bus home</td>
<td>1. CCA bus home</td>
<td>1. CCA bus home</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Preschool (half days)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CCA bus options school out

<table>
<thead>
<tr>
<th>Time</th>
<th>Preschool (half days)</th>
<th>Group 1 &amp; 2 &amp; Reception</th>
<th>Group 3 to 8</th>
<th>Preschool full days, Reception Class, Group 1 to 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30 pm – only Friday</td>
<td></td>
<td>1. CCA bus home</td>
<td>1. CCA bus home</td>
<td></td>
</tr>
<tr>
<td>3:30 pm</td>
<td></td>
<td>1. CCA bus home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:30 pm</td>
<td></td>
<td>1. CCA bus home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:30 pm – only Friday</td>
<td></td>
<td>1. CCA bus home</td>
<td></td>
<td>Preschool full days, Reception Class, Group 1 to 8</td>
</tr>
</tbody>
</table>
School times & bus options - overview

The drop off point is always the residential address

<table>
<thead>
<tr>
<th>CCA Club bus: Holland International School to Hollandse Club</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:30 pm - Monday</td>
</tr>
<tr>
<td>1. CCA Club bus</td>
</tr>
<tr>
<td>Group 1 &amp; 2 &amp; Reception Class</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CCA Club bus: Hollandse Club to residential address*</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00 pm – only Wednesday</td>
</tr>
<tr>
<td>1. Hollandse Club to residential address</td>
</tr>
<tr>
<td>Group 3 to 8</td>
</tr>
</tbody>
</table>

*We do not offer the two-way bus service for children in group 1, 2 and Reception class
For improved service and safety, all bus trips will need to be registered by Woodlands. Bus transport is guaranteed for all addresses within 14km travelling distance from the Holland International School, priced according to the 3 tiers in the pricing schedule. Addresses, outside the service area,

Regular bus (12.30pm, 2:30pm, 3:30pm & 1:30pm on Fridays):

Routes, pick-up & drop-off times can be 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: (4:45pm & 2:45pm on Fridays)

- The CCA bus can only be booked per CCA term for the full term. There is no reimbursement upon cancellation during the term.
- Woodlands requires 1 week processing period for new registrations. Scheduling is subject to bus availability and residential address location
- The CCA bus will be provided at an additional cost of SGD 9,- per trip for regular bus riders and SGD 12,- per trip if you don’t have a regular bus contract. E.g. this will accumulate into SGD90,- when the term consist 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.
- For group 1-8, we will have to charter extra buses and the CCA Bus fee will apply.
# Holland International School Transportation Fee 22/23

## Price 2022 - 2023

**WOODLANDS TRANSPORT SOLUTIONS PTE LTD**

### 3 days (for Preschool only)

<table>
<thead>
<tr>
<th>Travelling Distance (KM)</th>
<th>Tier</th>
<th>Fare for 2 ways (incl. GST)</th>
<th>Fare for 1 way (incl. GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Term 1 Fare per child (incl. GST)</td>
<td>Term 2 Fare per child (incl. GST)</td>
</tr>
<tr>
<td>0.00 to 5.00</td>
<td>1</td>
<td>$845</td>
<td>$594</td>
</tr>
<tr>
<td>5.01 to 10.00</td>
<td>2</td>
<td>$1,063</td>
<td>$747</td>
</tr>
<tr>
<td>10.01 to 15.00</td>
<td>3</td>
<td>$1,265</td>
<td>$888</td>
</tr>
<tr>
<td>15.01 to 18.00</td>
<td>4*</td>
<td>$1,391</td>
<td>$978</td>
</tr>
</tbody>
</table>

### 5 days (for Preschool and Primary school)

<table>
<thead>
<tr>
<th>Travelling Distance (KM)</th>
<th>Tier</th>
<th>Fare for 2 ways (incl. GST)</th>
<th>Fare for 1 way (incl. GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Term 1 Fare per child (incl. GST)</td>
<td>Term 2 Fare per child (incl. GST)</td>
</tr>
<tr>
<td>0.00 to 5.00</td>
<td>1</td>
<td>$1,402</td>
<td>$979</td>
</tr>
<tr>
<td>5.01 to 10.00</td>
<td>2</td>
<td>$1,751</td>
<td>$1,221</td>
</tr>
<tr>
<td>10.01 to 15.00</td>
<td>3</td>
<td>$2,099</td>
<td>$1,465</td>
</tr>
<tr>
<td>15.01 to 18.00</td>
<td>4*</td>
<td>$2,309</td>
<td>$1,612</td>
</tr>
</tbody>
</table>

* Service for Tier 4 is subjective to availability and approval in addition to a notice period of 2 weeks. Traveling duration may exceed 45 minutes.

Note:
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.
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 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 buses, only a residential address change request can be made during an CCA term. Due the limitations of this service, an CCA 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 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 attendents 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 attendents 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:

- 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).
- It is not possible to request for a different drop-off address other than the playdate address. Playdates are restricted to families with a bus contract.
- **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 Woodlands Transport through schoolbus@hollandinternationalschool.sg.
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 Class, 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: SGD12.00, Tier 2: SGD 16.00, Tier 3: SGD 18.00.
- 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.

**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.
Contacts

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 Holland International School
For further enquiries, information or contact, please contact:

admissions@hollandinternationalschool.sg