



Terms & Conditions

- (1) **The collection of bus fees in one (1) academic school year 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 ways, there will be an additional charge of \$10.**
- (2) Payment should be made by the 5th of every month.
- (3) Payment is preferred via **PayNow, Bank Transfer or Cheque**. Strictly NO CASH payment. In the event of cash payment disputes, parents have to make good the **loss** or **differences**.
- (4) For **Bank Transfer**, please indicate the school and child's name. eg: **school/child's name** in your transaction. Please indicate the date of transfer and amount in the bus card and hand the bus card to the regular driver who ferry your child. You can also screen shot the transaction and email us at: contact@rstransport.com.sg.
- (5) For **Cheque payment**, strictly **NO** post-dated cheque is to be issued and parents shall ensure that there are sufficient funds at all times for the transaction to be cleared. Else, RS Transport will impose an administration charge of **\$2** for this non-clearance of cheque when notified by the bank
- (6) Termination notice must be given 1 month in advance in writing or 1 month's bus fee in lieu of notice should be given.
- (7) 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.
- (8) Should the bus break down or no show, parents may make an incident claim of **\$3**.
- (9) If the school suspends your child from taking the school bus due to misbehaviour/bullying of others on the bus, there will not be any refund of bus fees for the suspension period.
- (10) Parents are liable to pay for any damages to the bus through the misdeeds of their child/children.
- (11) Please note that parents are **NOT** permitted to ride on the school bus.
- (12) Any replacement of bus card shall be charged **\$5** each time.
- (13) For any registration after the cut-off date, parents will be informed of seat availability.
- (14) 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.
- (15) Parents cannot request a specific time of pick-up/drop-off/driver/route.
- (16) Fares given during registration are tentative. Fares may be adjusted after confirmation of pick-up and drop-off points.
- (17) 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.
- (18) If the pick-up and drop-off are of a different location, a fee as **PER** different location must be paid.



- (19) RS Transport Services reserves the right to suspend the child if his/her payment is behind schedule.
- (20) 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: Is there a lead time required to engage for a transport service?

A: Minimum 1 week in advance, subject to route and seats availability.

Q2: What are the modes of payment?

A: Parents/guardians are advised to make payment via **PayNow, Bank Transfer or Cheque**. Kindly hand the cheque together with the bus card to the regular driver who fetches your child (Note: **ONLY hand the bus card to Regular driver** and not replacement or CCA driver).

Q3: When do I need to make payment?

A: Payment is due on the 5th of every month.

Q4: How does the parent verify that their payment is successfully received?

A: Upon verifying your payment is successful, we will sign on the bus card.

Q5: When will the bus driver inform us of the pick-up and waiting point before school re-opens?

A: The driver will inform you via call or SMS between 29th to 30th December. If you did not receive any information after 30th December, please email us at: contact@rstransport.com.sg. You may also call us at **62510281/62510283** for your bus information but we seek your understanding that your call may not be answered immediately due to high call volume.

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

A: The regular bus driver will decide the routine pick-up/drop-off point, likewise the supplementary bus driver will decide the drop-off point. Therefore, 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 is at the **guardhouse or 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 lane will have to walk to the pick-up point designated by the bus driver.

Q9: What action should the parents/guardian take if they sense that the bus is unusually late and the bus driver is not contactable in the morning?

A: Kindly proceed to make alternative arrangements to send your child to school immediately.

Q10: What if there is a bus breakdown or the bus driver calls in to report sick in the morning?

A: If there is a last-minute bus breakdown or if the driver calls in to report sick in the morning, the driver will call/SMS parents to inform them to make own arrangement to send their child to school. We seek your understanding that it is very difficult for us to arrange a last-minute replacement driver to pick up your child in the morning. In addition, the replacement driver will not be familiar with the route as they need time to learn the route. The fastest and most effective way is for parents/guardian to make their own arrangements to send the child to school.



Q11: If my child is not feeling well and will not be taking the bus in the morning/afternoon, who should I contact?

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

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 service after my child finishes his/her Supplementary/CCA lessons?

A: Please contact RS Transport to check whether there is an existing Supplementary bus service serving your area. Additional charge is applicable for the Supplementary bus service arrangement.

Q14: What happens if the Regular / Supplementary bus service does not cover my area or the seats are fully occupied?

A: You may contact RS Transport to check if there is private transport service serving your area. Please see Q16 for more details. We seek your understanding that we are not able to add a new bus or change to a bigger bus to cater for 1 child.

Q15: What happens if I move to an area that the bus service does not cover or the seats are fully occupied?

A: You may contact RS Transport to check if there is private transport service serving your area. Please see Q16 for more details. In the meantime, kindly make your own transport arrangements. We seek your understanding that we are not able to add a new bus or change to a bigger bus to cater for 1 child.

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

A: Please contact RS Transport to check if there is a private transport service serving your area. Premium charges will apply for any private chartering service. In addition, parents will not be able to request a specific time of pick-up/drop-off/driver/routing.

Q17: Why is there a change to my child's pick-up/drop-off time during the year (Feb-Nov)?

A: The change in timing could be due to a new student joining the bus or a student terminating the bus service. As a result, this will affect your child's pick-up/drop-off time. RS Transport reserves the right to make changes to the routes, the drivers, the buses and pick-up/drop-off time when needed. Parents are not able to request for a specific time of pick-up/drop-off/driver/routing.

Q18: Why does the pick-up and drop-off time change from year to year (Jan)?

A: For each new year, there will be new P1 students added to the bus while subsequently with P6 students graduating, there will be changes to your child's pick-up/drop-off time due to possible change of route. RS Transport reserves the right to make changes to the routes, the drivers, the buses and pick-up/drop-off time when needed. Parents are not able to request for a specific time of pick-up/drop-off/driver/routing.

Q19: 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.