



TONG TAR TRANSPORT SERVICE PTE LTD
8 Soon Lee Road Singapore 628073
Tel: 6261 5537 Fax: 6268 6620



School Bus Handbook

Updated: January 2022





Foreword

Dear Parents

We are pleased to be selected by North London Collegiate School (Singapore) (the “School” or “NLCS” or “NLCS Singapore”) to provide home-to-school transportation services for its students.

This booklet defines the responsibilities, terms of conditions of transport for the Transporter (Tong Tar), parents of riders and riders on the bus transport service. These terms and conditions are contained in the registration form when you signed up your child for the home-to-school transportation services.

This Handbook is intended to provide you with useful and practical information. At Tong Tar, our over-riding aim is to ensure your child’s safety and punctuality as riders on the bus with us.

Our Transport Manager is supported by a team of responsible and experienced bus drivers and bus attendants (aunties). The School and parents also provide valuable support in ensuring that all aspects of safety are addressed when you entrust your child with us in the home-to-school transport. Should you have any additional questions, please do not hesitate to contact us.

Best Regards
NLCS Singapore Transport Team
Tong Tar Transport Service Pte Ltd



Contact Details

Tong Tar Transport Service Pte Ltd

Transport Office:
(opened during term time) North London Collegiate School (Singapore) Campus
130 Depot Rd
Singapore 109708

Mailing address:
(for payments only) Tong Tar Transport Service Pte Ltd
8 Soon Lee Road
Singapore 628073

HQ Office number: 6261 5537

Hotline: 9825 6186

For emergency situations and for last minute cancellation of the Morning bus only. (Please message via sms or whatsapp between 8.00am – 5.30pm)

*If your child/dren will not be using the afternoon bus or there are any temporary changes for the following days, please email attendance@nlcssingapore.sg or call NLCS (Singapore) on **6955 1430** by 1pm.*

Email addresses: NLCS@tongtar.com

Website: www.tongtar.com
(Registration for school transport can be done here)

Opening hours:
(Transport Office) Monday to Friday
8.00am to 5.00pm (during term time)
(Phones and emails are manned from 8.00am to 4.30pm)

* **Please note that during bus arrival and departure times, the ground crew will be at the bus bays and the transport office will not be manned.**



Registration of bus transport

Parents are referred to the Company's website (www.tongtar.com) to register their children online. By validating the terms and conditions at the point of registration, parents have accepted all the terms and conditions, as well as bus regulations contained therein.

Parents are encouraged to read the bus service terms and conditions as well as the bus regulations. All references made to "NLCS" and the "School" refers to **North London Collegiate School (Singapore)**.

1. Tong Tar will provide home-to-school transportation service to students in Singapore to and from NLCS (Singapore), subject to availability of seats. Travel times for areas above 12 km and from Sentosa may be longer depending on actual distance, traffic conditions and number of riders.
2. New applications will take approximately 2 weeks to process and are subject to acceptance by Tong Tar. Parents are strongly advised to allow sufficient time for Tong Tar to process your application, especially during high traffic periods, when your application is likely to take a little longer to be processed. Parents will be informed of the results of your application via email. Please note that confirmation of a seat for your children can only be made when full payment of the invoice has been processed.
3. Some factors that are considered in every application include availability of seats, the bus route and travel distance. We will do our best to accommodate and approve all applications; however, Tong Tar reserves the right, in consultation with NLCS (Singapore), to reject applications in the event we are unable to accommodate the conditions of travel.
4. Bus routes are planned before the start of term and may change from time to time. We will endeavor to keep travelling time to a minimum; however, some locations may require a longer travelling time.
5. Bus allocation is determined by Tong Tar based on existing bus routes. Movement of students amongst buses may happen to accommodate changes in bus routes. In this instance, parents will be informed of the new bus details and timings.
6. Parents will be notified by Tong Tar once seats have been allocated. Normally, this information will be made available to parents about a week before the new term starts.
7. We use a proprietary transport software system to manage our routings, our buses and as a security measure for your child's safety. Your child will be required to scan his school ID card as he boards the bus to identify him as a rider on the bus. At the same time, you will be given access to our Parent App.



8. All First School and Junior School students up to and including Grade 5 are required to be picked up by a guardian at their drop-off point after school, unless parents expressly nominate that this is not necessary in the registration form. Parents are required to register the name of the person designated to meet their child at drop-off point. Students who are not received at the drop-off point will continue their journey on the bus and be returned to School. Parents will have to make arrangement to pick their child from school. They will also have to bear an administrative charge of \$50.
9. If your child is not using the bus service in the morning, please notify us in advance. If your child is not using the bus service in the afternoon, please notify us and your child's teacher to avoid confusion at dismissal and un-necessary delays.
10. All students up to KG2 are strongly recommended to use a child car restraint when using the bus. The following child car restraints are recommended for use on school buses. Bus attendants are trained to handle these child car restraints:

| Grade level | Type of child car restraint |
|-----------------------------------------------------------------------------|-----------------------------|
| Up to KG2 (strongly recommended) | Ride Safer Vest |
| Grade 1 and students less than 1.35 meters in height (strongly recommended) | Ride Safer Vest or mifold |

To ensure that the most appropriate car restraint is used for your child, you may wish to contact TaxiBaby (<https://sg.taxibaby.com/>). They are the specialist in the area of child car restraint and will be able to assist you in assessing the best fit for your child base on your needs.

11. Students residing near cul-de-sacs or along narrow lanes will be transported from their home as far as it is practical and safe. In areas where it is difficult or unsafe for buses to travel, students may be required to walk a short distance to a location designated by Tong Tar.
12. Payment of bus services charges can be made via Paypal (charges apply), by PayNow, Giro or by Cheque in favour of "**Tong Tar Transport Service Pte Ltd**". Your cheque payment should be mailed to us at our mailing address, or if the Transport Office is open, it can be dropped off at the Transport Office.



Terms and Conditions

1. Bus Services

- 1.1 Tong Tar Transport Service Pte Ltd (“Tong Tar”) shall provide bus transport services (“the Bus Service”) to and/or from North London Collegiate School (Singapore) (“NLCS (Singapore)”) as stated in the application form (“the Application”) completed and signed by the child’s parents or guardian (“the Parents”) for the child as stated in the Application (“the Student”) for the semester commencing from the proposed commencement date stated in the Application or such other date as may be agreed by the parties and continuing unless and until terminated pursuant to Clause 9 (“the term”).
- 1.2 For the avoidance of doubt, the Bus Service shall not be provided during school holidays and non-school days.
- 1.3 Tong Tar may sub-contract or appoint any third party to provide the Bus Service.

2. Bus Service Charges

- 2.1 In consideration of the Bus Service for the Student, the Parents shall pay to Tong Tar the bus service charges (“the Bus Service Charges”) as described in Clause 2.2.
- 2.2 Tong Tar shall issue an invoice to the Parents stating the Bus Service Charges and incidental expenses payable for that current academic semester or part thereof, as the case may be, and the Parents shall make or procure payment of the Bus Service charges payable for that current academic semester or part thereof. Confirmation of bus transport can only be made after payment has been processed.
- 2.3 There is no refund of the Bus Service charges.
- 2.4 We reserve the right to charge an administrative fee of up to \$100.00 for changes made during the school term.
- 2.5 Transport fees for applications received after the requisite deadline and processed up to the first two weeks of the term will not be pro-rated.



3. Bus allocation/Pick-up/Drop-off

- 3.1 Tong Tar will designate the bus, the appropriate pick-up and/or drop-off point and prescribe an appropriate pick-up and/or drop-off time for the Student.
- 3.2 Students can only take the bus that has been designated to him and will be picked-up and/or dropped-off at the designated points.
- 3.3 Bus allocation, bus crew and pick-up/drop-off times are subject to change at the sole and absolute discretion of Tong Tar, taking into account routings, number of students and travel time.
- 3.4 Students are expected to be waiting at the designated pick-up point at least 5 minutes before the bus is due to arrive.
- 3.5 The guardian in-charge of meeting the student from the bus on its arrival should ensure that she is at their designated drop-off point at least 5 minutes before the bus is due to arrive. All Junior School students up to and including Grade 5 must be met by an assigned guardian who must have been pre-registered with Tong Tar, unless parents expressly nominate that this is not necessary in the registration form. The bus crew reserves the right not to release students to guardians who have not been pre-registered. Students who are not met at the drop-off point will be required to continue their journey on the bus and parents will have to make arrangement to collect their child at their own cost. An administrative fee of \$50 (before GST) will also be charged.

4. Bus Regulations

Parents shall ensure that they and their child observe and comply with the Bus Regulations and Bus Service Rules. Revisions to the Bus Regulations and Rules will be uploaded onto the Company's website and parents will be informed to read and comply with them accordingly.

5. Medical Emergency

In the event of a medical emergency, Tong Tar shall arrange for immediate medical attention for the student as may be reasonable and available in the circumstances. Parents undertake to pay the medical fees and all other incidental charges in respect of such medical attention.



6. Insurance

Tong Tar shall, at its own expense, at all times during the tenure of this contract, take out and maintain appropriate third party policies of insurance for its riders against claims for personal injury and death arising out of or in connection with the provision of the Bus Services. As the bus is designated to only ferry students, parents or any other adult with the exception of the driver and the bus attendant are not allowed to ride the bus to and from school.

7. Exclusion / Limitation of Liability

7.1 Except in relation to liability for death or personal injury, Tong Tar shall be under no liability to the Student and the Parents in respect of any loss or damage which may be suffered or incurred or which arise directly or indirectly in respect of the provision of the Bus Service, or in respect of a failure or omission on the part of Tong Tar to comply with its obligations under the Terms & Conditions.

8. Indemnity

Parents shall indemnify Tong Tar against all proceedings, costs, expenses, liabilities, injury, death, loss or damage arising out of the breach or negligent performance or failure in performance by the Parents and/or the Student of the Terms & Conditions.

Parents will be liable for cleaning and repair charges incurred due to littering, vandalism and any deep cleaning and sanitization cause by student vomiting, defecating, urinating in the bus.

9. Termination

9.1 Without prejudice to the foregoing and to any other rights which Tong Tar may have under the Terms & Conditions or the law, Tong Tar may terminate, or at its sole and absolute discretion suspend for such period as it may determine, the Bus Service immediately by notice in writing if the Student and/or the Parents materially breach any of the Terms & Conditions or fail to observe and comply with any of the Regulations.

9.2 No refund of fees will be given to the Parents in the event of suspension or termination of service in the above.

9.3 On registration, bus transport is catered for your child for the duration of the term. Any early termination of service will disrupt the way in which the transport system operates and you are strongly encourage to use the service provided for the duration of the term. However, we understand that there may be circumstances when parents will request for early termination, e.g. withdrawal from school. In this instance, we would require a minimum of 4 weeks' notice to process any refund that may be due to you. Please be advised that an administrative charge of \$100 will be applied to the refund.



10. School ID

10.1 For the safety of students, all riders are required to scan their student ID when they board the bus. This enables the bus crew to register the student when he is boarding and alighting the bus. Students are reminded to carry their student ID with them when they travel in the bus.

11. Feedback

Parents are advised to direct their feedback, questions and dealings to the Transport Office (8:00a.m. to 4:30p.m. Tel: 9825 6186 / 6261 5537/ Fax: 6268 6620/ Email: NLCS@tongtar.com) or to the School and NOT to the bus crew. We will reply to attend to your queries and reply to you within three (3) working days.



Bus Rules & Regulations

The following rules and regulations are designed to enable all riders to enjoy a comfortable and safe journey. All riders are expected to adhere and comply with them.

1. Students must board the bus in a peaceful and orderly manner, be seated immediately and wear the assigned seat belt at all times during the journey. Students are not allowed to share their seat or walk along the aisle unless it is to alight at their scheduled stop.
2. School bags are to be placed on the floor in the space in front of the seat of the student.
3. The bus crew are tasked to ensure the safety of students when they are on-board the bus. They are trained professionals in their line of work and will discharge their responsibilities to the best of their abilities. In return, they deserve to be treated with kindness and respect. Please speak to them politely, in a quiet tone of voice, and refrain from using unacceptable language.
4. Do not eat, drink or litter on the bus.
5. Students should speak softly whilst on the bus. Inappropriate language, gestures or behavior are not acceptable.
6. Dangerous and sharp objects such as pocket knives cannot be carried on the bus. Pencils, pens, toys, etc. should be kept in the school bags.
7. Seats cannot be reserved for friends travelling on the bus.
8. Pets are NOT allowed on the bus at all times.
9. Students are expected to use the bus facilities with care. Muddy shoes should be removed before boarding the bus.
10. Students will be picked-up and dropped-off at the pre-agreed designated location. The bus is only allowed to carry students that have been assigned to it and no-one else.
11. For last minute cancellation of the morning bus, please call the Tong Tar hotline on 9825 6186. If your child/dren will not be using the afternoon bus or there are any temporary changes for the following days, please email attendance@nlcssingapore.sg or call NLCS (Singapore) on 6955 1430 by 1pm.
12. The school bus will depart 1 minute after the scheduled time of departure. Students who are unable to board the bus will have to find alternative ways to travel to school. Please note that in instances of bad weather, the bus may not be able to arrive at its designated point on time.
13. Students should wait to board their bus at the designated pick up point at least 5 minutes before the estimated time of arrival of the bus. Students should form queues and wait for their turn to be seated.
14. Parents and guardians are NOT permitted to ride on the school buses.



All bus riders must obey the above bus rules and regulations. Failure to comply may result in suspension or termination from riding on the bus. Please note that there will be no refund of bus service charges for any period of suspension or termination of the bus service.

Arrival and Departure Times

Morning

| Level Grade | School starts | Est time buses will arrive |
|--------------|---------------|----------------------------|
| KG2 to G12 | 7:50am | 7:30am – 7:40am |
| Pre-KG & KG1 | 8:15am | 7:30am – 7:40am |

To avoid congestion and ensure that students arrive in school on time, we aim to have all buses arrive in school before 7.40am. Traffic build up near and around the school compound may result in late arrivals if buses were to arrive in school after 7.40am.

Afternoon

| Activity | Dismissal time | Est time buses leave bus bay |
|------------------------------------------------------|----------------|------------------------------|
| PM1 -1 st School Dismissal (Pre-KG & KG1) | 2:20pm | 2:40pm - 2:45pm |
| PM2 - 2 nd Dismissal (KG2 to G12) | 3:30pm | 3:45pm – 3:50pm |
| CCA | 4:45pm | 4:55pm – 5:00pm |



Guidelines for Bus Crew

The bus crew are committed to transporting your child safely and comfortably to and from school. Each of the bus crew are expected to attend refresher training sessions at least twice a year and have set procedures and protocol that they are to follow. Emergency procedures are also contained at the back of their bus signage. The following general guidelines are issued to all bus crew:

Bus Captains are expected to:

- Ensure the safety of passengers on his trip
- Comply with the speed limit at all times
- Keep their buses clean and sanitized
- Remain courteous to students and parents
- Refer all disagreement and issues to the Transport Manager for further investigation and action.

Bus Attendants (aunties) are expected to:

- Supervise students in the bus
- Ensure that all students are seated until the bus has come to a complete standstill at its designation
- Ensure that students are wearing their seatbelts
- Refer all disagreement and misbehavior to the Transport Manager
- Ensure that all Junior School students up to and including Grade 5 are met by a pre-approved guardian before releasing them at drop off point
- Be calm and courteous at all times



Frequently asked Questions

1. Can alternative pick-up and drop-off points be arranged for my child?

Due to safety reasons, we are unable to offer this option for ALL students. Your child will only be picked up and dropped off at the designated pick-up and drop-off points.

2. Why are there changes to the bus assigned to my child and/or in the pick-up and/ or drop-off times?

Depending on the number of students taking the bus and the number of additional students joining the bus service during the course of the term, the pick-up and drop-off timings may change.

3. How do you determine the order in which each child would be picked-up and dropped-off?

The routings for each bus are arranged such that each driver will take the best route based on distance, timing, traffic condition and the number of people on the bus. We will determine the order by which students are to be picked-up and dropped-off based on the best route for the trip. The last person to board the bus in the morning may therefore not be the first person to alight in the afternoon.

4. Our child lives nearest to the school. Why is it that our child is not the last student to be picked-up and the first student to be dropped-off?

Please refer to Question 3 above.

5. Why does the bus take longer to get to school than if we were to travel by car?

The buses serve many families travelling to school and there are several stops along the way to pick up students. The speed limit for buses are also normally lower than for cars. Therefore it does take longer to travel to school on the bus than in a car.

In the afternoon, buses leave the school about 10-15 minutes after dismissal time to allow students enough time to board the bus and be seated safely.



6. Why is the travel time longer than last year?

It could be that the route is different from last year, or the number of stops from the time your child is pick up may have increased. In addition, traffic in Singapore has become heavier in recent years.

7. Our family is living in a condominium. Where is the designated pick-up and drop-off point for our child at our condominium?

Pick-up and drop-off locations for students living in condominiums is usually at the guardhouse or the gate barrier. We will inform you of the designated drop-off or pick-up location on confirmation of the bus routes. Our buses are unable to pick up and drop off the students directly at their blocks as this may compromise the safety of the bus as it maneuvers around the tight compound of the condominium. This would also increase travelling time.

8. Our family is living at a landed property. Where is the designated pick-up and drop-off point for our child?

The pick-up and drop-off point is normally at the gate of their house. However, some houses may be situated along a narrow road or a road with a dead end. In such cases, the designated pick-up and drop-off point will be a place that is convenient, practical and safe to the student and the bus.

9. Can our child be picked up and dropped off permanently from another address?

Yes, he can, as long as you inform us at least 2 weeks in advance to allow us to make changes to the existing bus system.

10. Can our child take another bus operated by you when he goes for a "sleepover" or a "playdate" at his schoolmate's place?

No, we are unable to accommodate such request. Cross-travels between our buses will complicate the routing of the bus and compromise our bus service system efficiently and the students' safety.

11. Why are the buses sometimes late?

Traffic conditions are unpredictable. We are therefore unable to accurately time the arrival of the bus. This is especially so in traffic congestions, bad weather or road works.

12. What determines the size of the bus used for each route

This is determined by the number of students taking the bus, the number of pick-up and drop-off points and the estimated travelling time for the route.



13. Is my child provided with insurance coverage while travelling on the bus?

Yes. Singapore transport law requires every bus owner to maintain Third Party Vehicle Insurance coverage. No bus is permitted to carry passengers on the road without this coverage.

14. Are the buses safe for our children to travel on?

Regular inspections of the safety items of the buses, including seat belts, fire extinguishers and first-aid kits are conducted. In addition, mechanical checks of buses are mandatory and must be done every year at an independent government approved inspection centre to certify that the bus is safe for travel on the road.

15. Who will take care of my children while on the bus?

On every bus, there is a bus aunty on board to supervise the students. Their primary duties are to ensure the safety of the riders and maintain discipline in the bus. Bus aunties follow safeguarding guidelines and are advised to speak in a moderate tone to misbehaving students. Behavioral issues encountered during bus journeys are referred to the Transport Manager, who will in turn advise the School and parents accordingly.

16. How and when do we make payment of the bus service charges?

Tong Tar accepts payment via Paypal, PayNow, bank transfer, cheque or cash. Invoices are issued to parents three times yearly and are payable before the stipulated due date. Payment reminders increase our administrative costs and we therefore ask parents to respect the due date for payment. Tong Tar reserves the right to impose late charges on payments that are not received on time. Further, parents should be reminded that a seat on the bus is confirmed only after payment is received.

17. My Company is paying for the bus service charges. How do I arrange for the invoice to be sent to my Company?

Please indicate when registering that your company should be invoiced. We will then take this as the standing instruction and invoice accordingly until we are further notified in writing by you.