



Frequently Asked Questions

What time should your student arrive at the bus stop?

Students are suggested to be at their designated bus stop at least 5 minutes prior to the scheduled pick up time. Buses are allowed up to 10 minutes before or after their scheduled times. This gap is allowed to accommodate for traffic, weather, and other occurrences that may alter a schedule. The bus will not wait if students don't show up at designated time.

What if the bus is late?

If the bus arrives more than 10 minutes later than the scheduled time without notice, please contact your bus monitor or the bus coordinator Claire Guo at 020 8709 4788 ext. 2032 or 189-0238-9379.

Can parents ride the bus with their child?

No. It's against the law for parents to ride on the school bus.

How do I change my child's bus stop?

Parents can call the bus coordinator Claire Guo at 020 8709 4788 ext. 2032 or 189-0238-9379.

What if my child is not riding the school bus home or to school on a specific day?

Please contact the bus coordinator Claire Guo at 020 8709 4788 ext. 2032 by noon otherwise it may cause confusions.

How do I find out my child's bus route information?

The routes are posted online at <http://www.nordangliaeducation.com/our-schools/guangzhou/parent-essentials/school-bus-service>. Or you can call the main school front desk at 020 8709 4788. The school will notify families of a significant delay in their bus schedule. Please make sure your contact information is up to date with the bus management team.

What if my child left something on the bus?

The driver and the bus monitor will pass anything they find on the bus to the main school front desk. Your student should go to the main school front desk to look for the lost item. For safety consideration, after getting off a school bus, it is prohibited for students to go back to look for things as they might not be seen by the driver and could be hurt if the bus pulls away from the stop.

What happen if there is an incident on the bus?

We do everything possible to have a safe and happy bus service. In the unlikely event of an incident involving your child, please contact claire@bsg.org.cn or we will contact you.

Bus Rules, Parent Policies, and Guidelines

Bus and Bus Stop Behavior

The following behavior will be expected of all students transported by BSG school bus:

- Students will board buses single file and proceed to their seats in an orderly manner.
- If assigned a seat, students must stay in that seat.
- Students will remain properly seated with fasten seat belt until their trip is completed unless specifically requested to do otherwise by the driver or monitor.
- Students may engage in normal conversation while on the bus; shouting or other loud, distracting behavior is not permitted.
- When students are listening to music, watching movie, or playing iPad game on the bus, they must make sure their equipments are in silent mode or they must use headphones.
- Students may help keep the bus clean, sanitary and orderly and do not damage or abuse the bus equipment. Students will be required to pay for damages.
- For the child's safety, eating and writing is not permitted on the school bus.
- The following conduct is prohibited: a) pushing, shoving, fighting or striking another student or adult; b) disregarding directions from the driver or bus monitor; c) throwing articles within or out of the bus; d) spitting while on the bus; e) Refusing to be seated or not allowing others to be seated; f) Using the emergency exit when there is no emergency;
- Except with prior written permission from the principal, objects that are prohibited in school are also not allowed on the school bus.

ATTENTION: For the safety of all passengers, students who do not follow the bus rules may be subject to the suspension of bus riding privileges.

Drop-off Policy

Except with prior written permission from the principal, children in BSG through primary (Year 1 to Year 6) cannot be dropped off without an adult at the stop to receive the child. This adult does not have to be the parent. A parent may approve an individual who satisfies the parent with the maturity level to be responsible for the young student.

The bus monitor must never drop a BSG student through primary (Year 1 to Year 6) without such supervision. If the authorized pick-up person doesn't show up, the bus monitor must inform the contact person immediately. If the contact person is not available, this child must be brought to the designated location again after the run has been completed. If the authorized pick-up person or the contact person still can't be contacted, the bus monitor will call the bus coordinator Claire Guo at 020 8709 4788 ext. 2032 or 189-0238-9379.

Frequent late pick-ups may be subject to the suspension of bus riding privileges.

Parent Responsibilities

Parents are suggested to make sure that children reach the school bus stop at least 5 minutes prior to the scheduled bus pick-up. Parents must make arrangements to accompany through primary (Year 1 to Year 6) to and from bus stops.

Parents should instruct children to:

- Walk on sidewalks;
- Look both ways before crossing roads;
- Wait on the sidewalk, off the road pavement;
- Wait until the bus stops before trying to board;
- Behave appropriately walking to and from and while at the bus stop;
- Follow the behavior outlined for all students transported by BSG school bus.



Be Ambitious