



# Transport Services Co. Pte. Ltd



Post Office P.O Box 1019, Singapore 912701

Tel: (65) 6775 5115 Fax: (65) 6775 5115

[t@singnet.com.sg](mailto:dcis@singnet.com.sg)

Co. Reg. No.: 198105033N GST Reg. No.: M2-0058465-1 Website: [www.gohtpt.com.sg](http://www.gohtpt.com.sg)

Email: [dcis@gohtpt.com.sg](mailto:dcis@gohtpt.com.sg) Telephone 6792 5115



## **DCIS GOH TRANSPORT BUS SERVICE HANDBOOK**

### **GOH TRANSPORT SERVICES**

#### **Contact Details**

Mailing Address	Ghim Moh Estate Post Office P.O Box 1019 Singapore 912701
Transport Office	Located in the School Reception
Telephone number	+ 65 6792 5115
Emergency contact	+ 65 8812 5115
Email Address	<a href="mailto:dcis@gohtpt.com.sg">dcis@gohtpt.com.sg</a>
Office hours	07.30-17.00 hrs
School bus contact	Claire Venter <a href="mailto:Claire.Venter@dovercourt.edu.sg">Claire.Venter@dovercourt.edu.sg</a>

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## 1 The Bus Services

- 1.1 Goh Transport Services Co Pte Ltd (“Goh Transport”) shall provide bus transport services (the “bus services”) to and / or from Dover Court International School (“DCIS”) as stated on the application form (the “Application”) completed and signed by the child’s parents or guardian (the “Parents”) for the child (the “student”) for the term 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 holiday and non-school days.
- 1.3 Goh Transport may sub-contract or appoint any third party to provide the Bus Services.

## 2 Bus Service Charges

- 2.1 In consideration of the Bus Service for the Student, the Parents shall pay to Goh Transport bus service charges (the “Bus Service Charges”) as described in clause 2.2.
- 2.2 Goh Transport shall issue an invoice to the Parents stating the Bus Service Charges payable for the current academic term or part thereof, as the case may be, and the Parents shall within 2 weeks of receipt of the invoice make or procure payment of the Bus Service Charges payable for that current academic term or part thereof
- 2.3 Under no circumstances shall there be any refund of the Bus Service Charges save for the situation stated in clause 9.1.

## 3 Bus Pick up and Drop off


- 3.1 Goh Transport 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 The Student shall only take the bus that has been designated to him / her and shall only be picked up and /or dropped off by the bus at the designated pick up and /or drop off points.
- 3.3 The bus, pick up / drop off points and the pick-up / drop off times are subject to change at the sole and absolute discretion of Goh Transport
- 3.4 Goh Transport will communicate the pick-up / drop off time, bus numbers and driver’s contact details to Parents at the start of the academic year or commencement date by email
- 3.5 All 3pm buses operate a ‘hand in hand’ policy. Children will not be dropped off without an adult there to take the student by the hand. If there is not an adult at the designated pick up point then the child will be brought back to school. Parents will be responsible for collecting their child(ren) from School Reception in such instances.
- 3.6 All 4pm buses operate a drop and go drop off system. The Bus Driver will not wait for an adult to be present before they drive off to the next drop off point. As such, ECA buses are only available to Students in Year 2 and upwards
- 3.7 On morning routes, the driver will wait for 1 minute after the scheduled pick up time. If the student does not arrive at the bus, then the bus will drive on to the next pick up point. Parents will not be contacted by telephone
- 3.8 Bus drivers will not commence / resume their journey until all children are safely seated and belted safely



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## 4 Bus Regulations

- 4.1 Parents shall ensure that they and their child(ren) observe and comply with Goh Transport's Bus Regulations and Bus Service Rules as published in the Bus Hand Book and made available on Dover Court International School's Parent Portal. Any changes to the regulations will be communicated to parents and guardians.
- 4.2 Goh Transport require all Students under 1.35m in height to use a Mi-fold Booster seat on all 13 seater (and under) Goh Transport vehicles. Mi-fold on larger vehicles are strongly recommended but optional. Parents can chose for their child to use a Mi-fold on larger vehicles by ticking the 'Mi-fold' option on the Transport Application form. The Bus Aunty must ensure that the Student uses the Mi-Fold. If your child fits into this category please remind them that the use of mi-fold is mandatory.

## 5 Medical Emergency

- 5.1 In the event of a medical emergency, Goh Transport shall arrange immediate medical attention for the Student (as may be reasonable and available in the circumstances. Parents will be responsible for medical fees and incidental charges incurred.

## 6 Insurance

- 6.1 Goh Transport shall, at its own expense, at all times during the school term, take out and maintain appropriate third-party policies of insurance for the Student against claims for personal injury and death arising out of or in connection with the provision of the Bus Service.

## 7 Exclusion / Limitation of Liability

- 7.1 Except in relation to liability for death or personal injury, Goh Transport shall be under no liability to the Student and/ or 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.

## 8 Indemnity

- 8.1 The Parents shall indemnify Goh Transport against all proceedings, costs, expenses, liabilities, injury, death, loss or damage whereby Goh Transport have not been found to be negligent.

## 9 Termination


- 9.1 Goh Transport or the Parents may terminate the Bus Service by giving 1 month's written notice to the other. Pursuant to such termination, Goh Transport will make a refund of the Bus Services Charges, that have been paid pursuant to clause 2, pro-rated accordingly for the unexpired portion of the current academic semester or part thereof from the date following the expiry of the 1 months' notice to the last date of that current academic semester. A refund of the balance fare will be issued after deducting administration costs.
- 9.2 Without prejudice to the foregoing and to any other rights which Goh Transport may have under the Terms & Conditions or the law, Goh Transport 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.



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## 10. Bus Rules and Regulations

- No eating, drinking or littering on the bus.
- Seat belts must be fastened securely at all times and must not be removed until the bus has come to complete stop
- Students must speak softly and not create excessive noise
- Students must form polite queues and wait for their turn to be seated
- Students must be courteous and respectful towards the driver, attendant and fellow students
- Students must be punctual when boarding the bus
- Adults and/ or visitors (including students who are going on a play date) are not allowed to travel on the bus with students
- Reservation of seats is strictly not allowed
- Each student is entitled to one seat only and school bags should be placed on the floor
- All Students under 1.35m in height (as indicated on the transport application form) must use a Booster Seat provided by Goh Transport

## 11. Explanatory notes:

For safety and security purposes, all children must wear a seatbelt once they board the bus. The only exception is when Students get on or off the bus.	All children are expected to behave in a responsible and courteous manner while riding on the bus. Children are also expected to use acceptable language and speak softly so as not to distract the bus driver from the road. This is to ensure a safe and comfortable ride for all.
All children are responsible for keeping track of their belongings; including disposing their trash. For hygiene purpose as well as safety considerations, eating and drinking are prohibited on the bus.	Children are required to be punctual for their school buses pick up. We seek parents' assistance to reach the waiting point at least 3 minutes before the designated pick up time as any delays to avoid the school bus waiting for them as any delay will result in a bus delay for all subsequent points. Parents of young children are required to ensure someone (family member or helper) meets the child at the drop off point.
Children may be moved from one bus to another to accommodate changes in traffic conditions, students' cohort or changes of bus routing	We seek parents' understanding to deal only with the bus office and NOT directly with the bus driver or bus auntie. This is to avoid any unnecessary miscommunication.



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## 12. Bus Service Fares 2018-2019 (Fares shown are per term)

Distance	1 way	2 way
2-4km	\$440.00	\$583.00
4.1-6km	\$473.00	\$627.00
6.1-8km	\$495.00	\$660.00
8.1-10km	\$550.00	\$737.00
10.1-12km	\$627.00	\$836.00
12.1-14km	\$660.00	\$869.00
14.1-16km	\$715.00	\$946.00
16.1-18km	\$792.00	\$1,056.00
18.1-20km	\$891.00	\$1,188.00
Above 20.1km	\$990.00	\$1,320.00

- 12.1 From October 22<sup>nd</sup> 2018 for new customers and new routes the distance is calculated based on the shortest route distance from your home address to DCIS and return journey from DCIS to your home address. This distance is divided to calculate the banding. The indicative distance is based on Google map or the Singapore Street Directory
- 12.2 From 22<sup>nd</sup> October 2018 for new routes and new customers pricing will include any ERP charges occurred during the journey
- 12.3 Prices are in Singapore dollars and inclusive of prevailing GST rates
- 12.4 There is a non-refundable miscellaneous fee of \$100 included in the rates that will cover Insurance, Technology surcharge and Administrative Fees
- 12.5 Two weeks' notice must be given for new enrolments and changes of address
- 12.6 A flat fee of S\$40.00 will be charged if any child is brought back to the school due to absence of parent or guardian at the drop off point
- 12.7 Buses will wait one minute after the designated pick up time before moving on to the next pick up point
- 12.8 Students may be reassigned from one bus to another to accommodate bus service requirements
- 12.9 Unauthorized personnel, parents, family members, guardians and domestic helpers are **NOT** allow to accompany the children on the bus
- 12.10 All Year 2 Students and below should always be accompanied by adult when boarding and alighting from the school bus
- 12.11 No refunds will be made for service being stopped one month before the end of the academic year



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## 13. School Bus Routes

<b>CENTRAL AREA</b>				
Adams Dr / Road (s)	Alexandra Rd/Park	Ampang Road	Anderson Road	Anthony Road
Arcadia Road	Ardmore Park	Balmoral Rd/Cres/Pk	Belmont Road	Bin Tong Park
Bukit Timah Road	Cairnhill Road/Rise/Circle	Chancery Lane / Hill Rd/Walk	Chatsworth Rd/Ave/Park	Cluny Pk / Pk Road / Hill
Claymore Road / Hill	Coronation Dr / Rd / Rd West	Cuscaden Road / Walk	Cornwall Gardens	Dalvey Rd / Estate
Depot Road	Devonshire Rd	Draycott Pk / Dr	Dunearn Rd	Duchess Ave /PI /Rd
Emerald Hill Rd	Evelyn Road	Farrer Rd / Dr	Fernhill Rd/Cres	Ford Ave
Gallop Rd/Walk/Park	Garlick Rd / Ave	Gilstead Rd	Grange Garden / Rd	Hillcrest Road
Greenwood Ave/Terrace	Greenleaf Ave/Dr/Place	Holland Rd/Pk/Hill/Grove	Holt Rd	Hua Guan Ave
Hullet Rd	Jervois Rd	Jln Lim Tai See	Kheam Hock Rd	King Albert Park
King's Rd/Dr/Close	Kim Seng Rd / Walk	Laurel Wood Ave	Leedon Rd / Pk / Hts	Leonie Hill / Hill Road
Lloyd Road	Lincoln Road	Martin Place	Merryn Road	Mt Elizabeth
Mt Sinai Rd / Rise/ Dr	Newton Rd	Napier Road	Nassim Rd / Hill	Nathan Rd
Namly Rise/View/Hill Gdns/Dr/Ave/Crescent	Orange Grove Rd	One Tree Hill	One North Gateway	Orchard Blvd / Turn
Old Holland Road	Oxley Road / Walk	Pandan Valley	Pierce Road	Paterson Road
Queen Astrid Park	Ridout Rd	Robertson Quay	River Valley Rd/Clos	Scotts Rd
Shelford Rd	Sixth Ave / Fifth Ave	Sophia Road	Stevens Rd / Drive	Suffolk Walk / Road
Swiss Club Ave/Lane	St. Thomas Walk	Taman Nakhoda	Tyresall Road	Thomson Rd / Lane
Trevoise Rd / Cres	Tanglin Rd / Rise / Hill / Walk	University Rd / Walk	Walshe Road	Watten Hts / Estate Rd / Park / Terrace
Wilby Rd	Woollerton Dr / Pk	Vanda Ave / Cres / Dr / Rd		
<b>EAST AREA</b>				
Arthur Rd	Amber Road	Bayshore Road	Eastwood Dr/PI/Rd	Everitt Road
Fort Road	GoodmanRd/Branksome Rd	Joo Chiat Ave / Place / Rd / Terrace	Kew Cres / Hts / Dr	Lucky Cres / Gdns / Hts / Rise
Marine Parade Road	Meyer Rd	Rhu Cross	Sennett Ave/Ln/Ter	Siglap Rd / Ave
Simei Rise	Telok Kurau	Tanah Merah Kechil	Tanjong Rhu Rd	Tembeling Road
<b>WEST AREA</b>				
Bukit Batok	Cashew Rd	Chestnut Dr/Gdn/Av	Clementi Rd	Dover Rise / Cres
Eng Kong Rd/Dr/ Place	Hillview Ave	Hindhede Dr/PI/Wlk	Hume Ave	Jurong East / West
Nanyang View (NTU)	Stirling Road	Sunset View/Vale PI/Terrace/Hts	Dairy Farm Road	West Coast Rd/Cres/Way
Toh Yi Drive	Upper Bukit Timah	Toh Tuck Rd		
<b>SOUTH AREA</b>				
Keppel Bay Dr/ View	Marina Boulevard	Pasir Panjang	Sentosa Cove	South Bouna Vista Rd
Ocean Drive	Rochester / One North			






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Please email the Transport Office if your Residential Area is not listed above. Our staff will be able to advise you on the availability of school bus transportation and journey times.

## **14. Payment Options**

Three (3) termly payments are required in each school year. Upon receipt of invoice, payment must be made within two (2) weeks or any other date as specified.

Please ensure all checks are "crossed" and made payees to: **Goh Transport Services Co. Pte Ltd.**  
(Remember to write your child's name and the relevant invoice number on the reverse side.)

**Mailing address: Ghim Moh Estate Post Office, P. O. Box 1019 Singapore 912701**

## **Telegraphic transfer / Wire Transfer Information**

Bank Name	OCBC Bank
Bank Code	7339
Bank Branch	Sixth Avenue
Branch Code	666
Bank Account Number	666-827415-001
SWIFT Code	OCBCSGSG

- Kindly inform us on the date, amount transferred and ensure that the bank transfer indicate our invoice number(s). Please inform us via email your payment advice to [dcis@gohtpt.com.sg](mailto:dcis@gohtpt.com.sg)
- A late payment surcharge of 5% of the outstanding amount will be imposed if payment is not received by the due date or it may also result in service disruption

## **15. Termination**

If a parent wishes to terminate the use of the bus services, written notification must be given to the Bus Office at least one month prior to the termination date. There will be no refund if written notification is not received prior to the termination of the bus service

## **16. Refund**

A Parent or Guardian is entitled to a refund of the balance of fare paid for the outstanding period based on the number of weeks remaining, provided that one-month notice is given, or one month's fee will deduct in-lieu of notice. There is a non-refundable miscellaneous fee of \$100 included in the rates that will cover insurance, technology surcharge and administrative fees

## **17. Reimbursement**

Parents are entitled to reimbursement of taxi service, if approval has been given by the Bus Office to use a taxi service. An official receipt from the taxi driver is required before any reimbursement is made. Parents wishing to make arrangements other than the taxi service permitted by the Bus Office will be reimbursed a taxi-fare equivalent for the journey.

## **18. Application**

We require 2 weeks advance notice for all new applications, changes of address and re-registrations. Child will be put on waiting list if seat is not available. Late submission may result in students not being able to get on the bus on to desired date.

For more information, please contact the Finance Office (Jenny) or email us at [dcis@gohtpt.com.sg](mailto:dcis@gohtpt.com.sg)