



DOVER COURT  
INTERNATIONAL SCHOOL  
A NORD ANGLIA EDUCATION SCHOOL



# Goh Transport DCIS Handbook 2021-2022

## Contact Details

<b>Mailing Address</b>	Ghim Moh Estate Post Office P.O Box 1019 Singapore 912701
<b>Goh DCIS Office</b>	Located in the school office
<b>Telephone Number</b>	+65 6792 5115
<b>Emergency Number</b>	+65 8812 5115
<b>Email Address</b>	<a href="mailto:dcis@gohtpt.com.sg">dcis@gohtpt.com.sg</a>
<b>Office Hours</b>	07.30am – 5.00pm
<b>DCIS Bus Coordinator</b>	Azman Baharun: <a href="mailto:azman.baharun@dovercourt.edu.sg">azman.baharun@dovercourt.edu.sg</a> +65 6775 7664

We ask all parents to communicate directly with Goh Transport's office and not with the Bus Driver or Bus Aunty. This is to avoid any miscommunication. Should you have any concerns related to the safety of the students and or any behaviour concerns then please also liaise with DCIS Bus Coordinator Azman Baharun, however please note that he cannot assist with any request for route / timing or location changes.

## Bus Pick-up and Drop-off

Goh Transport is responsible for arranging the bus routes. Goh Transport will communicate all pick-up/drop-off points, bus numbers and timings to parents. Parents will also receive the Driver's telephone number.

Students are only allowed to take their designated bus to and from school and must get on and off the bus at the agreed pick-up/drop-off point. Students are not allowed on any other buses than their designated bus.

On morning routes, we ask that all students reach the pick-up point at least 3 minutes before the designated pick-up time. 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.

**On Wednesday mornings, pick up time will be approximately 10 minutes later than usual timings.**

Bus Drivers will not commence / resume their journey until all students are safely seated and belted.

**All 3.00pm buses** operate a hand-in-hand policy for students up to **Year 2**. Children will not be dropped off at their home destination, without an assigned adult there to take the student by the hand. If there is no adult at the designated drop-off point the student will be brought back to school. **A flat fee of \$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.**

Parents/guardians will be responsible for collecting their child from the school reception in such instances.

**The 4.00pm (ECA) buses** operate a **drop-and-go policy** for students in **Year 3 and above**. The Bus Driver will not wait for an adult to be present before they drive off to the next drop-off point. For students in **Years 1 and 2** the **hand-in-hand policy** is in place for the ECA buses as well, and an assigned adult needs to meet the student at the designated drop-off point, or the student will be brought back to school.

Parents are asked to inform Goh Transport of any changes to the daily routines.

## Payment

Invoices are sent out termly, three times a year. Upon receipt of the invoice, payment must be made within two weeks.

Please ensure that all cheques are crossed and made payable to **Goh Transport Services Co. Pte Ltd**. The student's name and invoice number should be written on the reverse side. The mailing address is **Ghim Moh Estate Post Office P.O Box 1019, Singapore 912701**

### Bank Details for Transfer

Bank Name	DBS Bank Ltd
Bank Code	7171
Bank Branch	Marina Boulevard
Branch Code	003
Bank Account Number	0039185847
SWIFT Code	DBSSSSGSG
PayNow	198105033N

Kindly inform Goh Transport of the date and amount transferred and please ensure that the bank transfer indicates the invoice number(s). A screen shot of your payment should be sent by email: [dcis@gohtpt.com.sg](mailto:dcis@gohtpt.com.sg).

Should the payment not be made within two weeks upon receipt of the invoice or by specified date a 5% surcharge of the outstanding amount will be imposed. An outstanding payment may result in service disruption.

## Termination of Contract

Should a parent wish to terminate the use of the bus services, a written notification must be given to Goh Transport at least one month prior to the termination of the bus service. Parents are entitled to a refund of the balance of fare paid for the outstanding period based on the number of weeks remaining, provided that the one month's notice is given, or one month's fee will be deducted in-lieu of notice. No refunds will be made for service being stopped one month before the end of the academic year. Please note that there is a non-refundable administrative fee of \$100 included in the fees.

# Student Bus Rules

## All students should

1. Be polite and well-mannered at all times
2. Always think of others and be helpful
3. Be safe, stay safe and keep others safe
4. Show respect and act responsibly
5. Be on time

## On the buses

- We speak in a quiet voice and with respect to fellow students and adults
- We use earphones when listening to music
- We always stay in our seats, with the seatbelt fastened
- We do not eat
- If we drink water, we drink carefully, without spilling
- If we have any rubbish, we throw it in the bin and not on the floor
- We always behave well so that we stay happy and safe
- We always listen to the Bus Aunty and Driver and follow their instructions
- We get on and off the bus sensibly
- We walk to and from the bus thinking about keeping safe

## General Bus Rules

1. Students sit as quickly as possible upon entering the bus. Students are not allowed to stand up or move from place to place whilst the bus is moving
2. Older students will be seated on the back of the bus followed by younger students towards the front within that particular order
3. Seatbelts must be worn by all students, at all times. The Bus Aunties will notify the students every time they board the bus that they must wear seatbelts. Seatbelt signs will be prominently displayed
4. Goh Transport require all **students under 1.35m in height** to use an age-appropriate **booster seat (mi-fold)**, as per Singapore guidelines. Mi-fold Booster seats are provided by Goh Transport on all Goh Transport buses however parents have the option of providing their own booster seats for their child if they preferred to; the Mi-fold Booster and the Ride Safer Vest are two popular alternatives
5. Personal devices such as iPad and laptops are not to be used on the bus in case of loss or damage.
6. Indecent conduct or loud, disruptive, or profane language will not be permitted.
7. Play fighting or rough play is not permitted at any time
8. All parts of the student's body shall remain inside the bus at all times
9. No-one is to behave in any manner, which infringes upon the rights or wellbeing of any other student. This includes any form or type of bullying
10. No-one is to behave in any manner that distracts the Driver and makes the bus journey unsafe
11. Malicious damage or vandalism will be paid for by the offender(s)
12. Alcoholic drinks, tobacco, substances, or potentially harmful devices (such as matches, lighters, knives) are strictly prohibited on the buses. Students who bring such substances or devices on board the bus will be permanently excluded from the bus service and reported to the school for further consequences
13. Bags, sports equipment and instruments must be stored safely under the seat. No bags or items must be placed in the aisle

14. No student is to enter or leave the bus until it has come to a complete stop. Students may enter or leave the bus only after permission is given by the Driver or Bus Aunty. Students are only allowed to leave the bus at their designated stop
15. Students up to Year 2 must be met at the drop-off point by an assigned adult. Students in Year 3 and above may enter and leave the bus on their own
16. The school and Goh Transport do not have any responsibility for students once they have left the school bus at the designated drop-off point
17. Pets and other animals are not allowed on the school bus under any circumstances
18. Students are to travel only on their assigned school bus. Students who are not signed up for the bus service are not allowed on the school buses at any time
19. Any student who travels on the bus must adhere to the Student Bus Rules and to the School Behavioural Policy, as they would in school. The privilege of riding the school bus may be denied to any student who doesn't conduct themselves in a safe and orderly fashion. Students who do not adhere to the Student Bus Rules will permanently be excluded from the bus service

## **Breakdown or Emergency**

In the unlikely event of a breakdown or an emergency situation:

1. Students should remain in the bus in case of a road emergency, unless directed to do otherwise by the Bus Driver and/or Bus Aunty
2. Should the students need to leave the bus, the Driver and/or Bus Aunty will find the safest place away from traffic and other dangers
3. The Bus Driver will contact the police and emergency services and the school management as appropriate. Students would not normally be expected to do this
4. The Bus Aunty will contact Goh Transport's management team who will alert the DCIS Leadership Team, who then will take the necessary steps to inform all relevant parties
5. In the event of a medical emergency, Goh Transport shall arrange immediate and reasonable medical attention for the student(s). Parents will be responsible for the medical fees and incidental charges incurred

## **Reimbursement of Taxi**

In case of an issue with the bus, parents are entitled to reimbursement of using a taxi service, if approval has been given by Goh Transport to book a taxi. An official receipt from the taxi driver is required before any reimbursement is made. Parents wishing to make arrangements other than the taxi service agreed on by Goh Transport will be reimbursed a taxi-fare equivalent for the journey.

## **Insurance**

Goh Transport have appropriate third-party policies of insurance for students against claims for personal injury and death arising out of/or in connection with the provision of the bus service.

## Exclusion/ Limitation of Liability

Except in relation to liability for death or personal injury, Goh Transport shall be under no liability to the student and/or parents in respect to any loss or damage which may be suffered, incurred or which arise directly or indirectly in respect to the provision of the bus service.

## Indemnity

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.

## Bus Service Fares 2021-2022 (Fares shown are per term, Incl. GST)

Distance	1 way	2 way
2-4km	\$460	\$615
4.1-6km	\$495	\$660
6.1-8km	\$520	\$695
8.1-10km	\$580	\$775
10.1-12km	\$660	\$880
12.1-14km	\$685	\$915
14.1-16km	\$745	\$995
16.1-18km	\$832	\$1100
18.1-20km	\$938	\$1250
Above 20.1km	\$1043	\$1390

- The distance is calculated based on the shortest route distance from your home to DCIS plus the return journey from DCIS back to your home, which is then divided to calculate the average between the two ways. The indicative distance is based on Google maps or the Singapore Street Directory
- Sentosa is considered a unique area. Sentosa residents will be considered as 14.1 kilometers onward.
- Prices are in Singapore dollars and inclusive of prevailing GST rates
- There is a non-refundable miscellaneous fee of \$100 included in the rates that will cover Insurance, Technology surcharge and Administrative Fees.

## School Bus Routes

<b>CENTRAL AREA</b>				
Adams Road	Alexandra 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	Claymore Road / Hill	Cluny Pk / Pk Road / Hill
Coronation Road	Cornwall Gardens	Cuscaden Road / Walk	Dalvey Rd / Estate	Depot Road
Devonshire Rd	Draycott Pk / Dr	Dunearn Rd	Duchess Ave /Pl /Rd	Emerald Hill Rd
Farrer Rd / Dr	Fernhill Rd/Cres	Ford Ave	Gallop Rd/Walk/Park	Garlick Rd / Ave
Grange Garden / Rd	Hillcrest Road	Greenwood Ave/Terrace	Greenleaf Ave/Dr/Place	Holland Rd/Pk/Hill/Grove
Hua Guan Ave	Hullet Rd	Jervois Rd	Jln Lim Tai See	Kheam Hock Rd
King Albert Park	King's Rd	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 Ave	Orange Grove Rd	Orchard Blvd / Turn	Old Holland Road
Oxley Road / Walk	Pandan Valley	Paterson Road	Queen Astrid Park	Robertson Quay
River Valley Rd	Scotts Rd	Shelford Rd	Sixth Ave	Stevens Road
Suffolk Walk / Road	Swiss Club Ave/Lane	St. Thomas Walk	Taman Nakhoda	Thomson Rd / Lane
Trevoise Rd / Cres	Tanglin Road / Hill	University Rd / Walk	Watten Hts / Estate	Wilby Rd
Woollerton Dr / Pk				
<b>EAST AREA</b>				
Amber Road	Bayshore Road	Dakota Crescent	Fort Road	Kew Cres / Hts / Dr
Marine Parade Road	Meyer Rd	Rhu Cross	Siglap Road	Telok Kurau
Tanah Merah Kechil	Tanjong Rhu Rd	Upper East Coast		
<b>WEST AREA</b>				
Bukit Batok	Cashew Rd	Chestnut Dr/Gdn/Av	Clementi Rd	Dover Rise / Cres
Dairy Farm Road	Faber Heights	Hillview Ave	Hindhede Walk	Hume Ave
Jurong East / West	Stirling Road	Sunset Way	Toh Tuck Rd	Upper Bukit Timah
West Coast Rd/Cres/Way				
<b>SOUTH AREA</b>				
Keppel Bay Dr/ View	Marina Boulevard	Ocean Drive	Pasir Panjang	Rochester / One North
Sentosa Cove	Shenton Way	South Bouna Vista Rd		

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