

Application of Services

1. How do I register for bus service?

Please complete the Transport Application Packet and email it to us. You may download the form from the school website or from this website. A deposit may be required.

More details can be found on the following link:

<https://yeaptpt.com/registration/>

2. How soon can my child be on the bus after my registration has been submitted?

Acceptance of application depends on a variety of factors like coverage and eligibility of the child to be on school buses.

If all terms are met, then we expect but do not commit that an average of two working weeks will be needed for the child to be allocated a seat on the bus. The time is needed for us to make changes to our routes and to inform families affected by such changes. In certain situations, we may even need to add an additional bus to accommodate new applicants.

However, in cases where there is spare capacity on our buses, your child will be accepted immediately.

Please note that late submission of the request form may result in students not being able to start riding the bus on the desired date.

3. What documents do I need for registration?

We need one individual passport size photograph of each child registered for our records and the completed registration form.

4. Who is eligible for bus service?

All children who are accepted for enrolment into the school are eligible to register for bus service.

However, due to constraints of required skills, we are currently unable to service children with a disability or who may require specialized handling and attention. For more details, please contact us personally.

5. Which area of Singapore is covered by the bus service?

Our policy is to provide transport service as soon as possible to every family that requires it.

However, in very distant areas from the school, or in low-density areas, we may not be able to provide transport service due to long journey times and cost constraints.

6. How and when will I know the bus information such as the pick-up time and location?

When the information is available, you will be notified by email to log-in to our website to check your family information and bus details.

For the start of each academic year, routing and estimated timings for buses are only finalized about 1 week before the first day of school. This is to allow us to cater for applicants who have just arrived in Singapore, which is a common occurrence of expatriate schools.

Traveling On Our Buses

General Bus Route

1. Why is it that when my children are picked up first, they are not dropped-off first?

At present, there is no queuing policy of First-In-First-Out (FIFO) or Last-In-First-Out (LIFO) in practice. Pick-up or drop-off positions are solely dependent on the route travelled.

There are two factors at play:

1. Singapore roads are not bi-directional in the sense that the roads for travel to-school and the roads for travel from school may be very different.
2. The different dismissal times and composition of children necessitates that the afternoon routes differ from the morning routes. Hence, you may find that your children take different buses in the mornings and afternoons. Students of all grades ride to school together in the morning. On the way home, there are 2 sets of buses catering to the Elementary School students and the Middle School/High School students.

2. Why is it that my child is not the last to be picked up though my address is the nearest to school?

Bus timings are subject to the composition of families served by that particular bus.

It is not practical to have pick-up and drop-off positions dependent on the distance of the place of residence from the school. Travel routes and road conditions have to be considered first.

To balance the varied interest of all the families served by a particular bus, we do not implement any queuing system or fix bus positions just by distance.

3. Why can't the bus come into the condominium compound or to the front gate of my house?

As a rule, for private condominiums, all buses do their pick-up and drop-offs at the guardhouse or gate barrier. Due to the journey time and cost considerations, our buses are not able to provide 'doorstep-service' like a taxi.

Also, certain condominiums and private housing estates have narrow roads that prevent our larger sized buses from going nearer to the residential block or house.

During rainy weather, our drivers have been instructed to do their pick-ups and drop-offs at a sheltered area provided it is safe to do so.

4. What decides the size of buses used for transport service?

Bus sizes are decided depending on a few factors, which include:

- 1) Number of children requiring transport service in a particular area.
- 2) Journey times.
- 3) Width of service roads leading to the residence with respect to bus sizes.

It is not economically viable or practical to have all small buses or all big buses serving the school. To accommodate new families who apply for bus service, and those that change their residential address, we may, periodically, require changing the bus serving you in terms of its size and its timings.

5. How do you ensure that my children get on the right bus?

ID Tags will be issued for K, Pre-K and Pre-S children. Parents are required to ensure that the children have their bus ID tags during travel. This will then prevent children from boarding the wrong bus and causing unnecessary delays during dismissals.

For the other children, it is their responsibility to check with the transport office for their bus assignments. At the beginning of every school year, such information will also be given to families through email.

For future changes to bus assignments, notification will be made by email or phone. Also, an updated tag will be passed to the class teacher on the day of change.

To prevent unnecessary confusion, please help to ensure that outdated tags are discarded promptly. The tracking devices on the buses will also sound an alarm if the student scans their bus ID tags on the wrong bus.

6. Where are the pick-up and drop-off points?

For condominiums, the pick-up and drop-off point is usually at the security guardhouse of the condominium.

For landed houses, provided that the access road is suitable for navigation by the bus serving you, the pick-up point will be at the front of the house.

Where roads are narrow, you may be required to walk your child to the nearest suitable bus stopping point.

Journey Timings

1. Why can't my children have fixed bus timings or be served by fixed bus sizes?

Bus sizes and pick-up and drop-off timings are dependent on the composition of families served by the bus.

This changes as new families apply for transport service or when families move from one place to another. As a result, bus sizes and timings are adjusted accordingly.

However, we will strive to minimize the impact of such changes by taking into account the previous timings that families are used to.

2. Why is the bus taking a longer journey time than if I travel by car?

Buses are constrained to travel at a speed of not more than 60 km/h and must stay in the leftmost lane. In certain roads, the speed limit could even be lower.

Buses are also less maneuverable and should not (for safety reasons) swerve in-and-out of traffic and change lanes at will like a car. Moreover, the time taken for embarkation and disembarkation of the children at the various locations will add to the overall journey time of the bus.

Hence, there is no equitable comparison with cars or taxis which provide doorstep and point-to-point transport service.

3. Why are buses late at times?

Late buses are due to a variety of reasons. They include traffic congestion, parents arriving late to receive their children at the designated pick-up point, bus breakdowns, etc.

In the interest of better customer service, we will call to inform families about late bus arrivals whenever possible. Families who require quicker information may contact us.

4. Why is my child's bus journey time so long?

Journey times are measured from the time the child alights the bus to the time that he/she disembarks at the school or home. On average, the majority of children experience journey times within the constraints and service levels determined by each school's governing contract with us. A common misunderstanding of families is to measure journey times with respect to the first bell or dismissal bell of the school.

In the morning, buses arrive in school about 5 to 20 minutes before the first bell. Depending on the size of the frontage of the school, it may not be practical to have all the buses arrive at the same time, which may lead to traffic congestion.

In the afternoons, buses only leave the school gates 15 to 20 minutes after the dismissal bell to allow the children sufficient time to board the buses. In certain situations, some buses may even be held back to resolve discipline problems or other cases.

For families that stay further away or are in areas without a critical mass of bus riders, we are committed to provide transportation coverage for them within reason. These families may then have to have longer journey times than average.

5. Will the bus wait for us if we are late?

Despite our best efforts to ensure that no one misses their bus, buses will only wait for one minute during pickup. This is to ensure that other riders arrive at school on time.

We have a strict protocol for young children to be received by an adult on the return trip home as part of our child safeguarding policy. Otherwise, they will be returned to school, and parents will be responsible for making transportation arrangements for their pickup at school.

Safety

1. Who will take care of my children while they are on the bus?

During travel to and from school, there will be a female bus monitor on board each bus to supervise the children. They are our "eyes and ears" during the bus journey, and their primary duty is to maintain discipline on the bus and to ensure that the children behave in a safe manner.

We would appreciate if parents would counsel their children on the bus rules so that each rider may have a pleasant ride.

2. Are your buses fitted with seat belts?

Yes, our buses fitted with seat belts.

There will be times where a temporary bus will be called in to service the school. These temporary buses will then require at least 1 weeks' time to have seat belts installed on them.

In Singapore, seat belts are only mandatory for the 10 seats buses.

3. What insurance coverage is provided for my child?

Singapore law requires each bus to maintain a Third Party Vehicle Insurance coverage. This insurance is unlimited. No vehicle is permitted on the road without having purchased this

In addition, we also have a ten (10) million Singapore dollars Public Liability Insurance that will also cover for accident claims on our buses.

Our insurers increased our coverage to ten (10) million from the initial amount of only one (1) million some years ago because of our good school bus safety record.

4. How do we know that the buses are safe for our children?

Regular inspections are done by the company. Inspection of seat belts, first aid kits, fire extinguishers and cleanliness are made to ensure the safety of the children.

Every bus will also be inspected annually by authorized inspection centers to certify that the bus is safe for travel as required by law.

Our buses are sent to the inspection centers twice a year; a higher standard than what is mandated by law.

Bus Service Payment

1. How do I determine the bus fare for my child?

The bus fare is determined by the governing transport contract between the school and us. Please contact us for the exact details relevant to the school that your child is enrolled in.

2. What modes of payment do you accept?

At present, we accept cash or cheques for payment. However, for control purposes, we prefer that families issue non-negotiable cheques to be made out to the payee as stated on the invoice.

For companies, GIRO arrangement is also possible.

Families or companies that make payment by overseas wire transfer or in foreign currency will have to bear any miscellaneous charges associated with this mode of payment.

3. My Company is paying for the bus fare. How do I arrange for the invoice to be sent to my company?

Please indicate on the registration form that the company is the one that we should invoice.

You will need to provide all relevant details on the form. This will be taken as the standing instruction until notified otherwise in writing by the family.

4. Are there any discounts for families with more than one child requiring bus service?

Each child occupies a seat according to the terms of the school contract with us. Therefore, we are unable to provide discounts for families with more than one child.

5. When should payment be made?

Payment should be made by the due date as stated on the invoice. We reserve the right to impose late charges or discontinue transport service to families that do not make payment.

Families who require special consideration should contact us in writing stating the reasons for extending the due date for payment.

6. What payee name should I issue on the cheques?

Please issue cheques to "Yeap Transport Pte Ltd".

7. Can I make payment by cash?

Yes, you may make cash payment at the Transport Office in the school.

Changing of Services

1. How much notice is needed when I intend to change my place of residence?

We require a minimum notice of two weeks in order for us to plan and arrange for transportation service.

The notice given must include the actual start date or date of move and the address information. Also, families who intend to change their transportation pattern should inform the transport office as early as possible.

2. Am I allowed to put my child on a different bus for a stay over at a friend's place?

As a rule, we do not allow children to take different buses from their regular assigned buses.

For situations where parents have to be away from home, and if capacity permits, we will make arrangements for the child to take a different bus.

However, first priority assignment of seats is still given for the riders on their regular buses.

Therefore, families with children who require switching bus must apply and seek approval from the transport office before doing so.

Withdrawal of Services

1. How do I withdraw from bus service?

You must inform us in writing at least two weeks in advance of the withdrawal date.

2. Are there any refunds?

A refund of the balance of fare paid for the outstanding period based on the number of weeks is applicable if written notification is given to the Transport Office at least one month prior to the termination of the bus service. Please also take note of the following:

- 1) Refunds will not be made for students who are suspended from School.
- 2) Refunds will not be made if the student is withdrawn from the service without submitting advance notification in writing at least one month before the termination date.
- 3) Refunds will not be made when the option is given to use a taxi service, as applied in *REIMBURSEMENT.

*REIMBURSEMENT – Parents are entitled to reimbursement of taxi fares when approval has been given by the Transport Office. Parents who wish to make arrangements other than the taxi service permitted by the Bus Office will be reimbursed a taxi-fare equivalent for the journey.

4) Partial refunds will be offered under Force Majeure conditions and/or when legislated by the government after consultation with the school administrators. Partial refunds will be offered from costs saved due to the inability to operate the school bus routes such as fuel and maintenance costs. A full refund cannot be made as the bus operators have to continue with servicing monthly fixed costs such as the financing of the bus, bus insurance and bus crew salaries in order to ensure that the service can continue after the crisis is over. For the avoidance of doubt, Force Majeure conditions shall include but are not limited to the suspension of bus services due to the government-mandated shift to Home-Based Learning or otherwise during the COVID-19 pandemic.

3. Are there any cancellation charges?

Depending on the current bus service status (for example, already using the service for a month), you may be charged an administration fees to terminate the service.

Please kindly contact our transport office at your child's school for further information.