

# School Bus Handbook

This handbook has been prepared by the Transport Team in consultation with the Parents Committee, IFS and Woodlands Transport (WT). All information contained within this handbook is subject to change.

Please refer to the [transport page of the IFS school website](#) regularly.

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## Foreword

Dear Parents,

IFS, International French School (Singapore), is a private company dedicated to education and does not intend to provide transportation services. However, IFS facilitates access to transportation services for its students by selecting an official transport provider based upon criteria defined with the Parents Committee.

The transportation provider selected for the present academic year is Woodlands Transport Solutions Pte Ltd (WT). This booklet aims to provide you with information related to the transportation of IFS students with WT.

Parents who wish to use WT School Transport services have to register every year with WT.

I hope that this handbook will provide you with all the useful and practical information you need. Should you have any unanswered questions or need assistance with the transport provider, please do not hesitate to contact me.

Best Regards,

Estelle STERN  
IFS Transport Manager

## **Introduction**

### **About Woodlands Transport**

- Woodlands Transport Solutions Pte Ltd is a premier school bus transportation service provider in Singapore.
- WT won in April 2018 a competitive tender to continue to provide IFS with transport services for students and field trips from September 2018 onwards.
- WT has a team of professional, experienced and reliable Bus Captains and Bus Attendants to look after overall bus discipline and ensure that the bus riders have a safe and comfortable ride.
- WT's fleet of modern buses is fully air-conditioned and all seats are fitted with seat belts to enhance the children's safety during travel. Buses are inspected yearly to ensure they comply with safety standards. All bus riders are fully insured.

### **Role of IFS Transport Manager**

- To ensure that the contractor (currently WT) provides a safe and efficient transport service to the students, in line with the contract signed between IFS and the contractor.
- To ensure that IFS rules are fully respected by the students and the contractor.
- To liaise between the contractor's representatives, IFS staff and parents to ensure a transport service of high quality and an open communication channel.
- The Transport Manager can act as a facilitator when issues arise between WT and parents in cases where no agreement can be reached directly between parties.

## **Contact Details**

### **Woodlands Transport**

Mailing Address: Woodlands Transport Solutions Pte Ltd  
(for payments only) 8 Gul Circle  
Singapore 629564

Transport Office: 2900 Ang Mo Kio Avenue 3  
Level 2 block K (K205)

Phone number: (65) 68 05 00 53

Email Address: [ifs@woodlandstransport.com.sg](mailto:ifs@woodlandstransport.com.sg)

Website: <http://www.woodlandstransport.com.sg>

Opening hours: Monday to Friday 7am to 5:40pm during school time

### **IFS Transport Manager**

Contact: Estelle STERN

Email Address: [transport@ifs.edu.sg](mailto:transport@ifs.edu.sg)

Phone number: (65) 68 05 01 10 (\*)

(\*): Please note that at bus departure & arrival times, the Transport Manager may be assisting at the bus bay.

### **IFS Parent Support:**

Contact: Daisy OUMARKATAR

Office: 2900 Ang Mo Kio Avenue 3  
Level 2 block K (K214)

Email address: [parentsupport@ifs.edu.sg](mailto:parentsupport@ifs.edu.sg)

Phone number: (65) 68 05 00 22

## Terms and Conditions of Transport

Parents should use the online registration service to register their children to the school bus (see details on the school website, section "[Transport](#)"). By submitting the transport request form, parents or guardians accept all the Terms and Conditions below, as well as the School Bus Rules and the Disciplinary Procedure that you can find further in the handbook.

1. WT will provide bus service to students, except Toute Petite Section's (TPS) students, in all areas of Singapore provided the distance to IFS is within 16 km. For areas beyond 16 km, time will be subjected to negotiation with parents or guardians. Final approval must be received from the Transport Manager before WT applies the new negotiated time.
2. Bus routes are set by WT and may change from time to time. Though WT does its utmost to keep travelling time to a minimum, some locations may require a longer travelling time. Please contact WT for more details.
3. Bus allocation is determined at the discretion of WT based upon existing bus routes. Students may be moved from one bus to another to accommodate changes in pick up routes, in which case parents will be informed of the new bus numbers, pick up and drop off times.
4. Seat allocation may take up to 2 weeks to process. Parents will be notified by WT once seats have been allocated.
5. Seat allocation is based on a first come first serve basis regardless of one or two way transfer.
6. Students will be picked up and dropped off at their homes every day at a pre-advised schedule. Students are not permitted to alight from the bus before or after their registered address. For alternative stops, parents must give notice in writing and seek clearance from WT at least one working day in advance.  
5pm buses, ECA buses and holiday camp buses are shuttles with fixed drop off points. They don't provide a door to door service.
7. Parents are advised to not schedule any activities for their child immediately after the expected bus arrival time, considering possible delays(bad weather, traffic jam, road works...).
8. Students must be on time at their pick-up point. If they fail to arrive on time, the driver will leave without further notice 1 minute after the allotted pick-up time. If a Bus Captain has to wait regularly for the same child, a report will be made to WT and the Transport Manager. If the situation persists, parents may be asked by WT to make alternative transport arrangements.

9. Drop-off conditions:

- a. For Kindergarten students: parents must ensure that their child is picked up by their parent or guardian upon arrival at their drop-off point (\*).
  - b. For CP/CE1: parents must select one of the following options on the transport request form:
    - 1) Drop off only in the presence of a parent or a guardian (\*).
    - 2) Drop off without the presence of an adult.
  - c. Students from CE2 onwards are allowed to alight at the designated point whether or not there is an adult meeting them.
- (\*) Important note: No students will be allowed to alight without the presence of an adult, even accompanied by an older sibling. If the authorised adult doesn't show at the designated drop off point on time, children will be brought back to school and a flat fee of \$ 40 will be charged by WT. Parents will then be required to fetch their child from school as soon as possible.

10. The registrations are nominative and seats are not transferable to other children upon parents' decision.

11. Children of 6ème and older taking a friend home who normally travels on another bus, must provide a written request from their parents to WT to seek written approval at least one working day in advance. Such requests will be subject to seat availability and should not be on a regular basis. Students who are not registered with WT cannot use the bus service.

12. If both parents are out of town and the child stays at another address covered by an existing bus route, parents may request to WT that their child travels on that particular bus. The notice must be sent in writing to WT at least 2 working days prior to the change. WT will try to accommodate the request subject to seat availability. The fare applied during this period will be based on the farthest address, with a minimum duration of one week. No provision will be made should the child stay at an address with no existing bus service.

13. Provision of ad hoc bus service for non registered students:

This is applicable only under the following conditions:

- For overseas students on exchange program who are hosted by a family of bus riders or for students of IFS, only when both parents are out of Singapore,
- The requests are subject to seat availability.
- The place of residence must be an existing designated point.
- The request for service must be made at least 2 weeks in advance and sent by e-mail to WT.
- Minimum fee of 1 week will be charged for a request of 7 days or less, and thereafter, daily rate will be charged from the 8th day onwards.
- This is not applicable for playdates or sleep-over.

14. If your child is not using the bus service in the morning, please notify WT through the application or email to avoid unnecessary delay.
15. If your child is not using the bus in the afternoon, please notify WT by email or through the WT application before 9am on the day concerned. You must also inform your child's teacher if he/she is attending Kindergarten or Elementary School and the ECA team if needed.
16. Students residing in dead-end streets or narrow lanes will be picked up and dropped off at the closest practical and safe point designated by WT. The student may be required to walk..
17. Students residing in condominiums will be picked up and dropped off at a safe and practical central point designated by WT.
18. Invoice will be sent out approximately 2 weeks before the start of each School Term and payment due 2 weeks from the date of invoice. Overdue charges of \$10 will apply for all late payments. If no payment is received after the due date, bus service may be suspended until full payment is received.
19. Parents that are changing their residential address must give WT 2 weeks notice in writing before the date of the move. In case the family is moving to an address beyond the 16 km range, the time will be renegotiated (refer above to point 1).
20. Parents who wish to terminate the bus service must notify WT in writing at least 2 weeks in advance. In cases whereby parents fail to inform WT about any termination, a fee equivalent to 2 weeks of service from the date of notification will be charged. Otherwise, WT reserves the right to assume that the existing service is still required and payment is due to WT accordingly.
21. If a bus rider is found guilty of damaging any bus equipment, the parents or the guardian and the Transport Manager will be informed. Cost of repair will be forwarded to parents or guardian for payment. If parents or guardian refuse to pay for the damages, the Transport Manager will be consulted before further action is taken and this may include suspension of service with no refund of transport fare.
22. If a bus fails to turn up, parents should contact WT immediately to check on the bus whereabouts. Should the bus be unable to pick up the students as usual, the parent may claim from WT the cost of a one way, non-limousine taxi fare to the IFS (a receipt must be presented within a week). WT will not reimburse the return trip if the child is accompanied by an adult. If a student misses the bus, no taxi fare can be claimed.
23. It is strictly forbidden for parents to board the bus and/or to reprimand bus riders or the bus crew.



24. Parents with any queries or problems with the bus service should contact WT. Please do NOT discuss the matter with the Bus Captain or Bus Attendant. Should parents be unsatisfied with the response from WT, they may contact the Transport Manager or Parent Support.

#### 25. Transport Fares:

Bus rates are available online on the Transport page of the IFS website. The invoices are sent 2 weeks before the term commence according to following proration:

Term 1: 40 % of total annual fee

Term 2 and Term 3: 30 % of total annual fee for each term

Invoicing is based on the official first day until the official last day of the school term.

For later commencement of the bus service, the first day of invoicing will be the first day of the week of commencement of the service.

For earlier termination of bus service, the last day of invoicing will be the last day of the full notice period, which is 14 days.

#### 26. Refunds

- a. Any refunds and pro-rations of bus fares in the event of any involuntary suspension or stoppage of service, whether permanent or temporary, are not guaranteed and subject to review.
- b. No refund will be granted in case of changes on the school calendar initiated by IFS.

#### 27. Home-Based Learning (HBL) Scheme:

In case of HBL, a 70% rebate will be applied to all bus services (regular buses, ECA buses and summer camp buses), subject to the following conditions:

- a. The HBL period is announced by the Government of Singapore.
- b. The period of HBL exceeds 3 business days.
- c. The notice time given before any applicable rebate is 5 business days or more.
- d. All school buses cease to operate.
- e. Rebates will be equivalent to 70% of the chargeable bus fares for all affected business days.

Under the HBL Scheme, a non-obligatory alternative transport service will be offered for those who may still require service.

A	HBL Refund Mechanism	1	HBL period more than 3 days
		2	Notice period of 5 contact days
		3	Full stoppage of all buses during HBL
		4	Refund of 70% bus fare by contact days
B	Transport Service During HBL Period	1	Rider must subscribe for full HBL period
		2	Pick up / Drop off point will not be affected
		3	Pick up / Drop off time & Travel time may vary
		4	No HBL refund for those who subscribe to this service

## Arrival and Departure Times

### Morning

#### Middle and High Schools

School starts at 7:50am

1st pick-up as from 7:00am (1)

1st arrival at school at 7:30am

(1): as from 6:50am for Sentosa and for a few exceptions approved by the school / as from 7:05am for less than 4 km / decide on a case-by-case scenario for more than 16 km.

#### Kindergarten and Elementary Schools

School starts at 8:35am

1st pick-up as from 7:30am (2)

1st arrival at school at 8:05am

(2): as from 7:20am for Sentosa / as from 7:35am for less than 4 km / decide on a case-by-case scenario for more than 16 km.

### Afternoon

#### Kindergarten and Elementary Schools

School ends at 3:25pm / 12:15pm on Fridays

Bus leave as from 3:35pm / 12:25pm on Fridays

#### Middle and High Schools

For students registered to the 4pm bus, the buses leave at 4:15pm

For students registered to the 5pm bus, the buses leave at 5:15pm (shuttle service)

## **School Bus Rules**

Students who use WT transport represent the IFS. As such, their behaviour must be beyond reproach.

The following rules have been put in place by WT and IFS to set the standard of behaviour and mutual respect expected from the students. These rules have to be followed by all students to enable everybody to enjoy a comfortable and safe journey.

1. Students must board the bus in a peaceful and orderly manner.
2. It is strictly forbidden for any student to enter the bus bay once the first bus is in motion.
3. Students must remain seated with their seat belts fastened at all times during the journey. Students are not allowed to walk in the aisle unless it is to alight at their scheduled stop.
4. Students must not shout or be loud while on the bus. If they wish to listen to music, they may do so using their personal device and headphones.
5. The students shall abstain from vulgar or inappropriate gestures or language.
6. Each student must be protected against any form of violence. Mutual respect between students and adults, as well as among students, is fundamental to school life. No school transport user shall resort to violence or provocation, whether verbal or physical, against any other student or an adult in charge of transport supervision. Students are encouraged to report any incidents to the bus crew or any school authorities, who will inform the Woodlands Transport Office immediately.
7. Students shall follow all instructions given by the bus crew during their bus journey.
8. For hygiene reasons, eating and drinking on the bus is strictly prohibited. No litter must be left on the bus.
9. Smoking on the bus is strictly prohibited.
10. The use of sharp or any potentially dangerous objects such as compass, scissors, pens, colour pencils, marbles, lighters, etc... is strictly prohibited in the bus.
11. For safety reasons students must not throw objects out of the bus or inside the bus.
12. Students covered in mud after sports activities should bring a towel to sit on in the bus and dirty shoes should be removed before boarding the bus.

13. The students are expected to use the bus facilities with care. In the event of any damage caused by a student, the Parents will be held responsible and financially liable for the cost of the repair.

14. Pets are not allowed at any time on the buses.

15. Access to buses is strictly limited to students and authorised personnel of WT and IFS. In no circumstances are parents allowed to board or ride on the bus. It helps ensure the smooth operation of bus routes and minimizes potential disruptions. Parents are encouraged to contact the Woodlands Transport Office for any assistance or concerns they may have regarding their child's transportation.

16. In the event of a breakdown, accident or other unforeseen circumstances. Students should remain calm, follow instructions from the Bus crew and evacuate the bus safely if necessary.

17. Any infringement of the aforementioned rules will result in actions being taken by WT in accordance with the following disciplinary procedures. Any investigations will be carried out jointly by WT and the Transport Manager, who will advise the Divisional Principal and the Vie Scolaire Manager then the parents will be informed. The student and his parents or guardians may be requested to meet with the Transport Manager and WT management and depending on the situation with the Divisional Principal and/or the Vie Scolaire Manager.

## **Disciplinary Procedure**

In case of breach of the above rules, sanctions will be taken in accordance with the following procedure:

The first level of answer is under the responsibility of Woodlands. If the bus attendant can not settle the problem, a Woodlands representative may intervene with the student at the arrival time or departure time of buses, and the parents will be contacted if needed.

For more severe incidents or repeated incidents, after consultation with the Divisional Principal and the Vie Scolaire Manager, Woodlands and the Transport Manager will decide on the appropriate sanctions. The outcome will be communicated to the parents. The student may be temporarily or definitively suspended from the bus service depending on the gravity of the incident. In most serious cases, the student will be suspended from the service immediately without any prior warning.

In case of suspension, WT reserves the right not to reimburse the bus fees.

## **Bus Crew Guidelines**

The bus crews are committed to transporting IFS students as safely and comfortably as possible. Each bus has a bus crew consisting of a Bus Captain and a Bus Attendant. WT has issued the following guidelines to the Bus Captains and Bus Attendants:

Bus Captain is to:

- Comply with the speed limit at all times.
- Keep their buses uncluttered and clean at all times.
- Remain courteous towards students and Parents at all times.
- Refrain from arguing with parents and to report disagreements immediately to WT office for further action.

Bus Attendant is to:

- Supervise students at all times.
- Ensure that no student is standing up until the bus has come to a complete standstill.
- Ensure that students are wearing seat belts at all times and help young students in buckling their seat belts.
- Report to WT should a student misbehave.
- Help the PS (Petite Section) students to alight from the bus and escort them into their classrooms in the mornings.
- Ensure that Kindergarten students are seated at the front of the bus and, if necessary, reserve seats for this purpose.
- Prohibit Kindergarten, and CP and CE1 students who are not authorised, from alighting in the afternoon if an adult does not pick them up. In case there is no adult to pick up the student, WT will contact the parents to make alternate arrangements. Should the parents not be contactable, the student will be brought back to the IFS.
- Remind misbehaving students of these rules, but are NOT allowed to punish.

In the event of a breakdown, accident or any emergency situation, the bus crew will inform Woodlands Transport office immediately and WT will contact the parents.

## Frequently Asked Questions

**Q1 - Why can't my child have exactly the same bus pick-up and drop off times for the whole year; and always ride the same bus? Why do you change it from time to time? Why does it often change at the start of every term?**

Bus sizes and pick-up/drop off timing depend on the families who ride the bus. As new families apply for transport services or when families change their place of residence, as a result, bus sizes and timing change accordingly.

**Q2 - Why is my child picked up first and dropped off last?**

WT try to implement the principle of first on/first off but it is not always possible and there may well be occasions when a student is first on and last off. The route set for each bus to reach School may not be the same as the route to bring students home. This may be due to traffic considerations, road layout or the fact that some students only take the bus one way.

**Q3 - Why is my child not the last to be picked up even though we reside nearest to the school?**

Traffic considerations, road layout and the number of children within a given area determine the bus route. Therefore, students living near the school may not always be guaranteed the last pick up or a shorter journey than those residing further away.

**Q4 - Why does the bus take longer to get to School than it takes travelling by car?**

Many families ride the bus to School and multiple stops along the way are necessary to pick up all the students; hence the bus journey takes longer than a car ride directly to school without stopping.

Also, journey times are measured from the moment a child boards the bus to the moment he/she disembarks at school.

In the afternoon, buses start leaving the campus 10-20 min after dismissal time to allow children sufficient time to board the buses.

**Q5 - Why is the travel time longer than last year?**

Several factors need to be taken into account:

- The routes may differ from last year depending on the number of students and stops,
- The traffic in Singapore has become heavier and heavier.

**Q6 - Where is the pick-up and drop-off point at my condominium?**

As a general rule, for private condominiums, all pick-up and drop-off points are at the guardhouse or gate barrier. WT buses are not able to provide a door-to-door service to all condominiums due to space constraints in certain areas.



**Q7 - Where is the pick-up and drop-off point for my house?**

As a general rule for private houses, all buses pick-up and drop-off at the gate of the house. However, certain private housing estates have narrow roads or a dead end that prevents our buses from making a U-turn. In such cases, students will be picked-up and dropped-off at the closest point to the house that is practical and safe for both the students and the bus driver. WT will advise the family of the pick-up and drop-off points.

**Q8 - How much notice is needed if I wish to register my child/children to the bus service or if we move to a new address?**

WT requires a minimum of 2 weeks notice in order for them to organize the service or to make any change to the existing transport service. Online registration is available for new registrations. You can find all the details on the Web site of the IFS (Transport section) or by contacting the WT. For a change of address, please send a mail to WT to provide your new address.

**Q9 - Is my child allowed to take a different bus for a “sleep-over” or “play date” at a friend’s place?**

Only 6ème students and older are allowed to travel on another bus for “sleep-over” or “play date” at a friend’s house. The child must be a regular bus rider and the Parents must send a written request to WT and seek written approval at least one day in advance. Such requests should not be on a regular basis and are subject to seat availability.

**Q10 - Can students registered to ECAs take the school bus after their activities?**

A shuttle bus service after the ECAs with additional fees is provided for the Primary school children. All details are available on the IFS website. WT provides also shuttle buses during the holiday camps.

**Q11 - What determines the size of the bus used for each route?**

Bus size depends on the number of students along any route and the overall time journey. Furthermore, the overall number of buses is limited due to the size of the car park at school. As a result, it is not possible to have a fleet of only small buses or large buses to serve the school. The number and the size of the buses can change in order to accommodate new families and those who move, while respecting the needs and constraints of the school. On some occasions, WT may need to change the type of bus allocated to a particular route.

**Q12 - Why are the buses sometimes late?**

Buses are sometimes late for a variety of reasons such as delay caused by road works, traffic congestion, rainy weather and students not being at the designated pick-up / drop-off points.

- Q13 - Is my child covered under insurance while travelling on the transport service?  
Yes. Singapore Transport Law requires that each bus owner maintain Third Party Vehicle Insurance coverage. No bus is permitted to carry passengers on the road without having purchased this coverage.
- Q14 - Are the buses safe for our children to travel on?  
WT and authorized employees from IFS do regular inspections of the buses safety equipments, including seat belts, fire extinguishers and first-aid kits. Vehicle periodic inspections are mandatory in Singapore and must be done every year at an LTA Authorised Inspection Centre, which can certify that a bus is roadworthy and meets emission standards.
- Q15 - Who will take care of my children while on the bus?  
During travel to school, there will be a female Bus Attendant on board each bus to supervise the children. Their primary duties are to ensure the children remain safe and maintain discipline on the bus during the entire travelling time. The Bus Attendants are only allowed to verbally advise misbehaving children. Therefore, WT requires Parents to advise their children on the proper norms of behaviour on board school buses so that each rider may have a pleasant ride.
- Q16 - What modes of payment does WT accept?  
WT accepts cheque, credit card and PayNow.. For payment made through bank transfer, the payer must pay any miscellaneous cost associated with the payment.
- Q17 - My Company is paying for the bus fare. How do I arrange for the invoice to be sent to my company?  
Please indicate when registering that the Company is to be invoiced. You will then need to provide all relevant details. This information will be taken as the standing instruction until notified otherwise in writing by the family.
- Q18 - Are there any discounts for families with more than one child requiring bus service?  
In order to keep individual bus fares as economical as possible for all students, WT does not offer discounts for families with more than one child.
- Q19 - When should payment be made?  
Payment should be made by the due date as stated on the invoice. WT reserves the right to impose late charges or discontinue transport service to families that do not make payment promptly.
- Q20 - Can my child bring medicines on the bus?  
It is strictly forbidden to carry medicines on the bus, either in a child's school bag or through the bus mother.

## **Appendix: summary of main obligations of Woodlands Transport Solutions Pte Ltd**

- Service provided to all areas of Singapore and reduced journey time for short distances.
- Fixed, contractually binding price no matter how many students per segment of 2 km, for distances of up to 18 km and fixed price above 18km.
- Bus Attendants in ALL buses (except for the shuttle service at 5:15 pm).
- 3-point seat belts in all buses and adjustable belts in buses with fewer than 15 seats.
- Billing: invoices sent out 2 weeks before the beginning of term with a due date of 2 weeks from the date of the invoice.
- For change of address, 2 weeks notice is required.

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