

Alan Bus Service

Tel: 67778811 Fax: 67791616

Email: alanbus@alanbus.com



APPLICATION FOR SCHOOL BUS SERVICE

Alan Bus Services

Our Inspiration of Excellent Services in "LIVES".



Our spirit in "LIVES" is to provide total solution to our entire customer needs.

Up to Date, we are classing one of our "LIVES" good performance and excellent Record of customer services from Various Schools.

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Alan Bus Service

Tel: 67794558 Fax: 67791616

Email: alanbus@alanbus.com

Clementi Central Post Office, PO Box 65, Singapore 911203



Dear Parents/ Guardians,

RE: SCHOOL BUS SERVICES FOR THE NEXT YEAR

Alan Bus Service is dedicated to provide the best and safest school bus service for your child/children. Our company is managed by a team of committed managers who are competent in transport management, planning and quality service. Our services are backed by a core team of qualified and devoted bus drivers, bus attendants and school bus officers who possess the relevant knowledge, skills and experiences to ensure that efficiency of daily operations and functions of the highest standard. We also specially assign friendly and responsible bus officers at the school to ensure the smooth alighting and boarding of students.

At Alan Bus Services, we are committed to maintain the business philosophy of providing the best ever value-added services to our commuters and at the same time deliver the highest standard of comfort, quality, safety and personalized services. We also adopt the culture and values of punctuality, courtesy, diligent and professionalism in our business. Having more than 10 years of experience in this industry and adhering to our company motto "L.I.V.E.S", we are confident that you will find us suitable for this crucial task.

Our company uses an efficient and accurate daily attendance-marking system, which allow us to obtain students attendance record by scanning the unique QR code on the bus pass of each enrolled students. This system provides an accurate record of children taking the buses every day, allowing us to check if your child has boarded the bus. This system also ensures that your child will board the correct bus and prevent incident of overcrowding, hence ensuring the safety of your child during bus ride.

If you are interested in our bus service and would like to enroll your child/children for our school bus service for next year, please visit our booth on Primary One Orientation day.

For more information or further enquiries, please feel free to visit our website at www.alanbus.com or contact us by email: alanbus@alanbus.com, tel: 67778811. If you have any comments or feedback, please email us at: customer_services@alanbus.com

Thank you and we hope to hear from you soon.

Yours Faithfully

Mr Alan Teo
General Manager



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FEES STRUCTURE FOR SCHOOL BUS TRANSPORT SERVICES

Type of Vehicle	DISTANCE	1-way	2-ways	CCA/Enrichment /Remedial
Bus	Clementi Ave (HDB)	\$44.00	\$55.00	\$12.00
Van	Clementi Ave Area (private housing) / Jalan Lempeng / Faber Heights	\$48.00	\$60.00	\$15.00
Bus	Clementi Road / West Street / Drive / West Coast	\$56.00	\$70.00	\$15.00
Van	Clementi West Area (Private housing)	\$64.00	\$80.00	\$20.00
Bus	Teban Garden / Pandan Garden	\$64.00	\$80.00	\$20.00
Van	Jurong East / Sunset Way Area	\$120.00	\$150.00	\$30.00
Van	Jurong West / Taman Jurong / Bukit Batok	\$160.00	\$200.00	\$50.00
Van	Ghim Moh / Holland / Dover	\$160.00	\$200.00	\$50.00
Van	Pasir Panjang / Telok Blangah	\$160.00	\$200.00	\$50.00
	Other Area	Please call us	Please call us	Please call us

- Payments for bus services are charged by a year divided by 12 months.
- Late submission of application requires 7 working days

EXAMPLE OF BUS PASS WITH QR CODE

BUS PASS

NAME : _____ H.Bus: _____

ID NO : _____ BLK : _____

ADDRESS : _____

TEL : _____ HP : _____

Front view



Back view



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APPLICATION FORM

Parent's Name: _____ Email: _____

Address: Blk No. _____

Unit # _____ - _____ Postal Code: S _____

Telephone : (H) _____ (Hp) _____ (Hp) _____

No	Name of Child / Children	Birth Cert No	BUS ID	Class	Bus Fare
1.					
2.					
3.					
TOTAL FARE:					S\$

** For pick up / drop off different from above address, please fill up:-

PICK UP POINT: _____

DROP OFF POINT: _____

Remedial / Supplementary Classes Bus Services

补习班校车

YES / NO

- Bus passes will only be allocated upon payment received.

Please make payment via bank transfer to the following bank account:

POSB SAVING A/C: 121-79529-9.

Payment Term: (Cash/Cheque) hereby enclosed the sum of S\$ _____ for the initial payment and forwarded with this application form.

Agreement for the above term is 12-month payment for the next year

- **Reminder! ALL applications take 7 working days to process**

I / We agreed and accepted of the above and rules & regulation and terms of condition.

Parent / Guardian Signature _____

Date: _____

Alan Bus Service _____

Received By: _____

For your reference (Payment receipt)

ID NO: _____

Child's Name: _____

Class: _____

Month	Date	School Bus Fare	Total Amt	Chq/ Cash	Collector
Nov 2018					
Dec 2018					

Note: Please keep this for your reference / in case of any queries

*****PLEASE SUBMIT TO BUS OFFICER*****



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DECLARATION FORM
(Only for parents/guardians of Primary 3-6)

To: Alan Bus Service,

I, _____ (Father/Mother/Guardian) of child/children _____ **will not be** waiting for the school bus at the assigned drop off point to take my (child/children)

I will be responsible in the event that my (child/children) _____ goes/go home by (himself/herself/themselves)

Thank you.

By Email: alanbus@alanbus.com	By Post: Clementi PO Box 65, S (911203)	By Hand: Pass to our bus conductor or officer at the school
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Parent/ Guardian Signature

Remarks:

It is compulsory to have receiver for P1 & P2 pupil(s), unless otherwise with Authorized Letter from the school. For parents who will be receiving his/her (child/children), you are not required to fill up this declaration form. For parents who will be receiving his/her (child/children), please be punctual at the drop off point. In the event you are not seen at the drop off point, for your child/children safety, we will send your child/children back to the school to be looked after by our Alan Bus Service officer.

申报表格

致: 巴士运输承包商

我, _____ (家长 / 监护人) 将 (会/ 不会) 在巴士抵达地点接我的孩子回家。
(若有任何事故, 我会负责)。谢谢。

电邮至: alanbus@alanbus.com	邮寄至: Clementi PO Box 65, S(911203)	你可亲手交给本公司跟车员 / 校车管理员
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家长 / 监护人签署

注:

小一及小二学生必须有接带家长, 除非校方有授权书。

所有出来带孩子的父母亲, 不必填以上申报表格。

请所有出来带孩子的父母亲, 必须准时到巴士抵达地点接带孩子, 若不, 我们将把你的孩子送回学校由我们的校车管理员照顾, (为了你孩子的安全缘故)。



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APPLICATION FORM REMEDIAL/ CCA/ ENRICHMENT CLASS BUS SERVICES

I, _____ allow my (Child/Ward) _____ to take the remedial class bus services.

Attached is S\$ _____ (Cash / Cheque No: _____) being payment for my (Child /Ward) Remedial class bus service.

Please submit the application form and payment to our School Bus Officer / School Bus Conductor directly or mail it to us. (Please do not enclose Cash by mail to us)

Child/ Ward Name: _____

Class: _____ Bus ID No: _____

Drop Off Address: Blk _____

Unit # _____ - _____ Postal Code: S _____

Telephone : (H) _____ (Hp) _____ (Hp) _____

Please fill in the time:

Day	3:30pm
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

*Please note there are 2 trips (time fixed as shown above) for CCA/ REMEDIAL Bus Service.

By signing below, I agree to the terms and conditions, rules and regulations of Alan Bus Service.

Signature of Parent: _____ Date: _____

Received by _____ Date: _____



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Feedback Form

NAME OF SCHOOL : _____ PRIMARY SCHOOL

CHILD NAME : _____ ID NO: _____ BUS NO: ____/____

NAME OF PARENTS : _____ (FATHER / MOTHER)*

STREET NAME : _____ BLOCK: _____ UNITS: _____

CONDOMINIUM NAME : _____ POSTAL CODE: _____

CONTACT NO : (HOME) _____ (H/P) _____ (FATHER / MOTHER)*

BUS DRIVER ATTITUDE	-----	EXCELLENT / GOOD / AVERAGE
BUS ATTENDANT ATTITUDE	-----	EXCELLENT / GOOD / AVERAGE
BUS OFFICER ATTITUDE	-----	EXCELLENT / GOOD / AVERAGE
PUNCTUALITY OF BUS	-----	EXCELLENT / GOOD / AVERAGE

REMARKS: _____

SIGNATURE OF PARENTS

DATE

OFFICIAL USE

CHECK REPLY: _____

NAME OF OFFICER

DATE

* Delete where necessary.



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Modes of Payment

TYPE	IMPORTANT NOTES
(STRONGLY ENCOURAGED) 1. I-Banking 2. Bank Fund Transfer 3. ATM Transfer 4. Standing Instruction To Bank	1. Indicate child's Bus ID Once payment done, parents may do one of the below actions to notify Alan Bus Service: 2. WhatsApp bank slip to HP:83396230 OR Email bank slip to alanbus@alanbus.com OR Submit bank slip to bus attendant 3. Submit bus card for Alan Bus Service to update the bus fare account of each child
Cheque Payment	1. Cheque write payable to: ALAN BUS SERVICE 2. Pass to bus driver or attendant OR Pass to bus officer at the school counter 3. Submit bus card for Alan Bus Service to update the bus fare account of each child
Cash Payment	We DO NOT ACCEPT cash payment 1. To avoid cash lost during transit to office 2. To cultivate a cashless society 3. Ad hoc cash payment subject to our consideration

1. The school bus fare is collected on a yearly basis that is 12 calendar months and inclusive of June and December school holidays.
2. The bus fare is due on 3rd day of each month.
3. **NO OFFSET, NO REFUND** from term 4, should the pupil transferred out of school or due to unforeseen circumstances to stop taking our bus.
4. One month notice of termination via email or written letter is required from parent for us to officially close the bus fare account of the pupil.
5. Thank you for your understanding on our recurrence of yearly operational overhead such as vehicle maintenance, insurance coverage, road tax, parking & petrol, staff remuneration, etc.
6. It is at our discretion and we reserve the right to stop fetching the pupil if parent failed to pay bus fare on the stipulated due date.



Rules and Regulations

1. **Change of Address:** Parent/ Guardian must inform Alan Bus Service of any changes in pick-up and/or drop-off address in writing with at least 3 working days advance notice. Bus fare may be adjusted according to the change in distance traveled.
2. **Un-registered passengers (include Parents/guardians/domestic helper) are not allowed on the bus:** Only passengers who have registered with Alan Bus Service are allowed to board the bus.
3. **No Eating in Bus:** Pupils are not to consume food and drink on the bus. Pupils are allowed to drink only water on the bus at all time.
4. **No Gifts:** Gifts to drivers or bus attendants are not encouraged.
5. **Loss inside the Bus:** The transport company will not be responsible for any loss of valuable items.
6. **Conduct in the bus:**
 - i. Pupils are not allowed to
 - I Stand or walk when the bus is in motion
 - II Shout or yell at each other in the bus.
 - III Fight or quarrel with other pupils in the bus.
 - ii. Any misconduct of pupil will be reported to the school and may be suspended from taking the school bus.
 - iii. It is compulsory for all pupils to fasten their seat belts after boarding the bus.
 - iv. All pupils should listen and co-operate with the bus lady as their duties is to ensure pupil's safety on the bus.
7. **Pickup time & Drop off time:** Commuters are expected to wait at the pickup point 5 minutes before the pickup time or drop off time given. This practice is to avoid bus delay for the subsequent pickup or drop off.
8. **Phone Calls to drivers:** For safety reasons, drivers have the right not to answer any calls when driving. Parents should call the transport office for any queries.
9. **Special Bus:** There will be additional charge if a special bus arrangement is needed for commuter who miss the bus.
10. **Not Using Bus Service:** Pupils not taking the bus service on any particular days are kindly requested to inform the transport office at 67778811 or officer two hours in advance.
11. **School Bus Late:** If the school bus is late for 15 minutes, please call transport office at 67778811 or officer for further instructions.
12. **Missing Commuters:** Buses are expected to leave the school at the regular departure time. Any pupil who miss the bus should report to the school bus officer at the counter for alternative arrangements.
13. **No Receiver:** For Primary 1 – 2, if the receiver is not down at the assigned drop-off point at the given drop off time, the pupil will be sent back to school.
14. **Last Minute Stay Back:** Pupils need to report to our bus officer at the school counter should they have last minute stay back in school.
15. **Traveling time:** Travel time is limited to 60 minutes unless due to unforeseen circumstances. (road accident, traffic jams, rainy days...etc)



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Terms and Conditions

1. Issuance of bus cards:

Bus Cards will be issued to all children for monthly record purposes.

Bus Card will be stamped and signed by the company after receipt of payment.

Parents are refrained from writing on the card.

2. Replacement of Lost Cards

Replacement of Lost Card will be charged at S\$2 each.

3. Payments:

Payments are to be made before 3rd of each month.

4. Termination of Agreement:

This agreement may be terminated by giving one-month's written notice of termination.

5. Registration and Payment:

Upon registration students must pay 2 months bus fare for November and December.

6. CCA/ Supplementary / Remedial Bus Fare:

The CCA/Supplementary/Remedial bus fare is payable monthly. There will be no bus service for the month of June and December unless requested by parents. The termination clause in point 4 applies to parents who wish to terminate the CCA/Supplementary/Remedial bus service outside the month of June and December.

7. Payments / Bus Services

Payments for bus services are based on 12 month period for one year.

8. Modes of Payments

All payments must be made promptly and accurately. Please refer page 7 for more info.

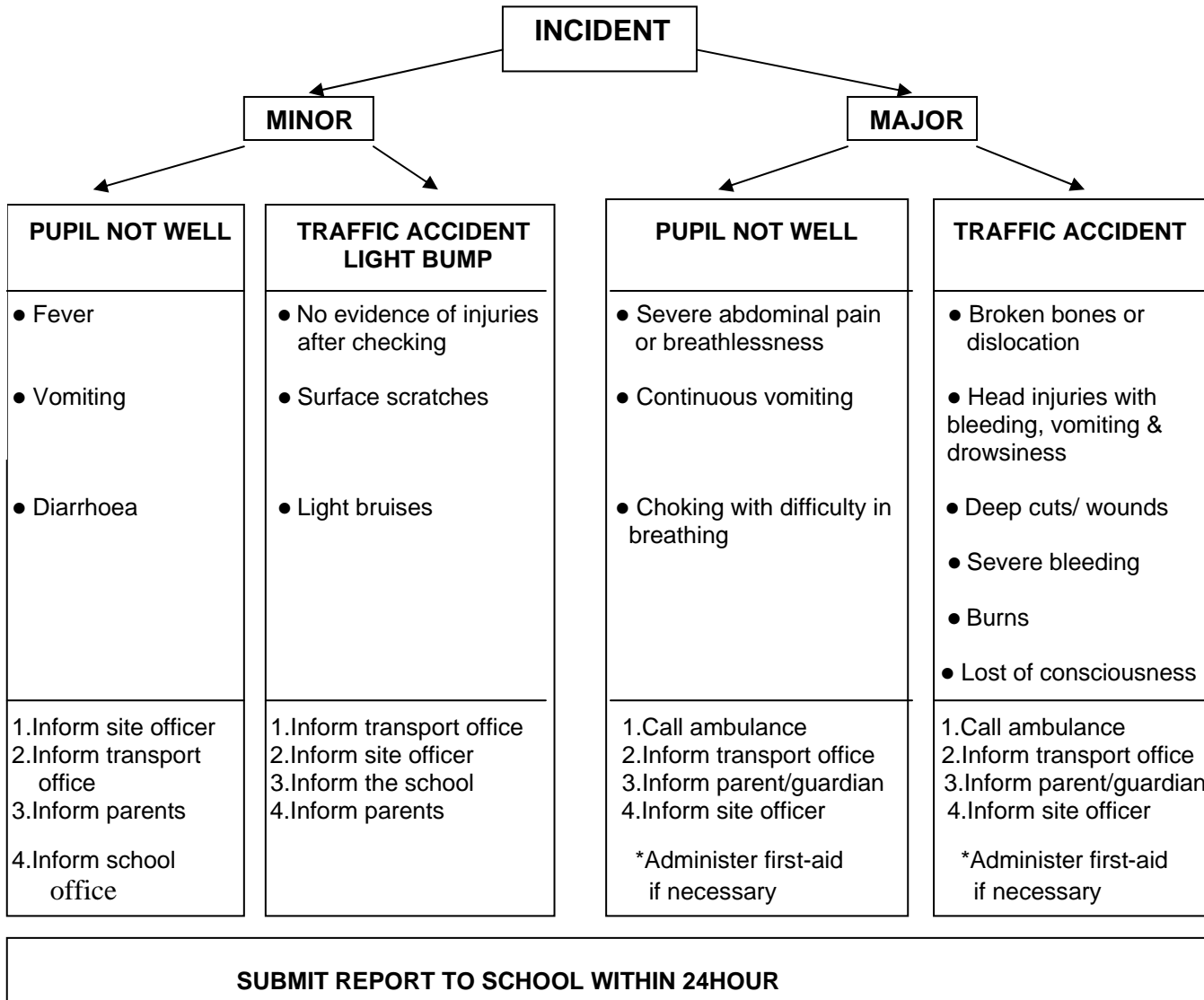
9. School Holidays and Public Holidays:

No bus service will be provided during school and public holidays.

10. Changes in Pickup time and location:

Alan Bus Service reserves the right to make changes in the pickup time and pickup location but Alan Bus Service will give reasonable notice of such changes.

Emergency Operation Procedure



NO LITTERING



** Any owner or driver who does not comply with these rules will get an immediate termination of contract.



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Our Service

Our Fleet of Buses

Onboard all elegant designed imported Italian leather seats. Deluxe design, spacious, comfortable and fully air-conditioned service to ensure every journey is enjoyable and pleasant. Enjoy luxury with reasonable rates and peace of mind journey.



Onboard Entertainment

Take the opportunity during your journey to watch exciting TV shows, movies or listen to music of your choice. You will never get bored by traveling in our friendly buses. Entertainment for both young and old.



Safety @ Heart

Onboard all equipped with international standard Safety Monitoring Devices and Safety seatbelts. We have a dedicated and experienced team to take care of your safety. All the team member have gone through a defensive driving and 1st Aid Course so that you will get a hassle free and safe journey to and from your destination.

