

## NAN HUA PRIMARY SCHOOL

SCHOOL BUS REGISTRATION FORM FOR 2019  
(Please fill up all the boxes)ComfortDelGro Bus Pte Ltd  
205 Braddell Road Singapore 579701

Tel : +65 6553 3838 Fax : +65 6456 0922

[www.comfortdelgrobus.com.sg](http://www.comfortdelgrobus.com.sg)

email : school@comfortdelgrobus.com.sg

Company / GST Registration No. : 199607256W

## PARENT'S PARTICULAR

Parent's Name		NRIC / Passport No.	
Billing Address	Postal Code	Home No.	
		Mobile No.	
		Alternative No.	
Email Address			

## CHILD'S/ CHILDREN'S PARTICULAR

1 <sup>st</sup> Child's Name		Presently with ComfortDelGro Bus	<input type="checkbox"/>
Birth Cert. No.	2019		Presently NOT with ComfortDelGro Bus
	Pri.	Class	
Pick-up / Drop-off Address if different from Billing Address	Postal Code	1-way to School	<input type="checkbox"/>
		1-way from School	<input type="checkbox"/>
		2-way	<input type="checkbox"/>
		Start Date	/ /2019 (ddmmyyyy)

## CHILD'S/ CHILDREN'S PARTICULAR

2 <sup>nd</sup> Child's Name		Presently with ComfortDelGro Bus	<input type="checkbox"/>
Birth Cert. No.	2019		Presently NOT with ComfortDelGro Bus
	Pri.	Class	
Pick-up / Drop-off Address if different from Billing Address	Postal Code	1-way to School	<input type="checkbox"/>
		1-way from School	<input type="checkbox"/>
		2-way	<input type="checkbox"/>
		Start Date	/ /2019 (ddmmyyyy)

## Terms &amp; Conditions :

- Transport bus fees are computed based on a **9-month period**. No Bus transport fee is payable on June, November & December. (Pro-rated bus fee for the month of June or November will be charged for those students who commence the bus service either in June or November)
- The full month's bus transport fee should be made in advance by the **third of each month**.
- Bus transport services that commence after the **15<sup>th</sup> of the month will be charged half-a-month's fee**. Otherwise, the full month's transport fee applies.
- Please give the Company one month's written notice and one month's bus transport fee in lieu of notice should you wish to terminate the arrangement for our bus transport services. You may email the withdrawal notice to school@comfortdelgrobus.com.sg. For example, if you wish to stop the bus transport services on 1 October, you would need to give the notice by 1 September and to pay the fees for the whole of September by 3 September.
- Should you wish to change the pick-up and drop-off points after bus transport services have commenced, please send your request two weeks in advance to school@comfortdelgrobus.com.sg. Changes are subject to seat availability of the buses serving the new locations.
- Should the one-way or two-way service be changed, please send your change request two weeks in advance to school@comfortdelgrobus.com.sg. Changes are subject to seat availability.
- ComfortDelGro Bus Pte Ltd reserves the rights to change its buses, pick-up time, routes and drivers without prior notice.
- Children must be at the specific pick-up point **five minutes** before the stipulated pick-up time.
- Should the bus fail to turn up, a **\$4 refund** will be reflected in the next invoice.
- P3 to P6 Students (0730-1330) or P1 & P2 students (1215-1800) can only register for the bus service for their own session timing. Eg. (Student who register for morning session (0730-1330) cannot take the afternoon session (1215-1800) bus service). Additional charges will apply if you register bus service other than your session timing. Subject to seat availability.
- No adults other than the bus attendants are allowed on board the bus with the children. Seats are assigned by the bus attendant/bus driver. Children are not allowed to reserve seats.
- Children on board the bus must obey the bus driver and bus attendant at all times. Unruly behaviour as well as drinking, eating, running or playing on the bus is not permitted. Children who flout the rules shall be reported to their School. Arrangement of bus transport services may be terminated after ComfortDelGro Bus Pte Ltd issues two written warning letters.
- Parent shall be held liable for any damage done to the buses as a result of their children's actions.
- Our driver's details, including his/her particulars and vehicle number **will be sent to you via SMS within two to five days before the school term begins**. The driver will also be contacting you to confirm the pick-up point and time. You are also encouraged to contact the driver directly to make the necessary arrangement regarding the pick-up point and time.
- ComfortDelGro Bus Pte Ltd ("the Company") is committed to respecting the privacy of every individual and adhering to the Personal Data Protection Act 2012, Singapore ("PDPA") when conducting our businesses. When you do provide us with your personal data, the information will be used related to registration, billing, collection of debt and business communication only. We do not sell, rent or market personal data to third parties. It is the Company's policy to keep personal data only for as long as needed. At any time, you may request ComfortDelGro Bus Pte Ltd to correct or remove any such personal data. Should you have any queries, you may contact our Data Protection Officers at dpo@comfortdelgrobus.com.sg
- ComfortDelGro Bus Pte Ltd reserves the rights to make further changes to the above Terms and Conditions.

I fully understand the terms and conditions stated above for engaging ComfortDelGro Bus transport services and agree to abide by the said terms and conditions.  
(Please submit the Registration form back to us during the school Orientation on 15.10.18)

Signature by Parent

Date

## For Official Use

Transport Fare inclusive of 7% GST	S\$	Per month	Bus no.
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15 October 2018

Dear Parents

### **COMFORTDELGRO BUS TRANSPORT SERVICES**

Thank you for choosing ComfortDelGro Bus for your bus transport services. We are committed to providing your children with a safe, reliable and comfortable ride. Please find below terms & conditions for our bus transport services:

#### **Bus Pick-up Point & Time**

Our driver's details, including his/her particulars and vehicle number will be sent to you via SMS within two to five days before the school term begins. The driver will also be contacting you to confirm the pick-up point and time. You are also encouraged to contact the driver directly to make the necessary arrangement regarding the pick-up point and time.

#### **Changes to Arrangement after Registration**

Should changes to the arrangement or termination of the arrangement be required after registration but before the bus transport services commence, please write to [school@comfortdelgrobus.com.sg](mailto:school@comfortdelgrobus.com.sg) or speak to our staff at 65533838.

#### **Changes to Pick-Up & Drop-Off Points after Bus Transport Services Commence**

Should you wish to change the pick-up and drop-off points after bus transport services have commenced, please send your request two weeks in advance to [school@comfortdelgrobus.com.sg](mailto:school@comfortdelgrobus.com.sg). Changes are subject to seat availability of the buses serving the new locations.

#### **Changes to One-Way or Two-Way after Bus Transport Services Commence**

Should the one-way or two-way service be changed, please send your change request two weeks in advance to [school@comfortdelgrobus.com.sg](mailto:school@comfortdelgrobus.com.sg). Changes are subject to seat availability.

#### **Initial Return Trips**

Please note that for the first few weeks following the start of the bus transport services, the bus could be late on the return trip as the bus drivers and children are still new to the arrangements. However, this should improve with time.

#### **Billing & Payment**

1. Transport bus fees are computed based on a 9-month period. No Bus transport fee is payable on June, November & December. (Pro-rated bus fee for the month of June or November will be charged for those students who commence the bus service either in June or November)
2. The full-month's bus transport fee should be made in advance by the third of each month.
3. Bus transport services that commence after the 15<sup>th</sup> of the month will be charged half-a-month's fee. Otherwise, the full-month's transport fee applies.

#### **Termination of Our Bus Transport Services**

Please give the Company one month's written notice and one month's bus transport fee in lieu of notice should you wish to terminate the arrangement for our bus transport services. You may email the withdrawal notice to [school@comfortdelgrobus.com.sg](mailto:school@comfortdelgrobus.com.sg). For example, if you wish to stop the bus transport services on 1 October, you would need to give the notice by 1 September and to pay the fees for the whole of September by 3 September.

**General Rules & Regulations**

1. ComfortDelGro Bus Pte Ltd reserves the right to change its buses, pick-up time, routes and drivers without prior notice.
2. Children must be at the specific pick-up point five minutes before the stipulated pick-up time.
3. Should the bus fail to turn up, a \$4 refund will be reflected in the next invoice.
4. P3 to P6 students (0730-1330) or P1 & P2 students (1215-1800) can only register the bus service for their own session timing. Eg.(Student who register for morning session (0730-1330) cannot take the afternoon session (1215-1800) bus service). Additional charges will apply if you register bus service other than your session timing. Subject to seat availability.
5. Supplementary/Remedial bus transport services are only for children who are taking the daily out trip at 1330hr. An additional charge, to be paid by Electronic Funds Transfer to COMFORTDELGRO BUS PTE LTD / DBS A/C No: 001-059174-6, is required on top of the monthly bus transport fees. Payment by cash will not be accepted. (Please fill up a registration form for Supplementary/Remedial)
6. No adults other than the bus attendants are allowed on board the bus with the children. Seats are assigned by the bus attendant/bus driver. Children are not allowed to reserve seats.
7. Children on board the bus must obey the bus driver and bus attendant at all times. Unruly behaviour as well as drinking, eating, running or playing on the bus is not permitted. Children who flout the rules shall be reported to their School. Arrangement of bus transport services may be terminated after ComfortDelGro Bus Pte Ltd issues two written warning letters.
8. Parents shall be held liable for any damage done to the buses as a result of their children's actions.

**ComfortDelGro Bus Pte Ltd reserves the right to make further changes to the above Terms and Conditions.**

For more information, please refer to our FAQs as attached.

Thank you.

Yours Sincerely,

ComfortDelGro Bus Pte Ltd

(This is computer generated, no signature required)

ComfortDelGro Bus Pte Ltd ("the Company") is committed to respecting the privacy of every individual and adhering to the Personal Data Protection Act 2012, Singapore ("PDPA") when conducting our businesses. When you do provide us with your personal data, the information will be used related to registration, billing, collection of debt and business communication only. We do not sell, rent or market personal data to third parties. It is the Company's policy to keep personal data only for as long as needed. At any time, you may request the Company to correct or remove any such personal data. Should you have any queries, you may contact our Data Protection Officers at [dpo@comfortdelgrobus.com.sg](mailto:dpo@comfortdelgrobus.com.sg).

## Frequently Asked Questions

**Q1 : Do I have to pay the bus transport fees for school holidays?**

A: The computation of bus transport fees is based on a 9-month period. Hence, no bus transport fee is payable on June, November & December. (Pro-rated bus fee for the month of June or November will be charged for those students who commence the bus service either in June or November)

**Q2 : When do I need to make payment?**

A: All payments should be made in advance by the third of each month. The invoice will be issued to the driver on the 26th of each month and he will in turn forward the invoice to you by the following day. For example, the invoice for February will be sent out on 26 January and the payment should be made by 3 February. The bus transport services may be suspended or terminated without prior notice if the payment is not received by the stipulated date.

**Q3 : How do I make the payment for the bus transport fees?**

A: Parents are advised to pay by Electronic Funds Transfer to COMFORTDELGRO BUS PTE LTD / DBS A/C No: 001-059174-6. Kindly indicate parent's NRIC number (as per the registration form) together with "School Code". Example: S1234567A<SPACE>NH

**Q4 : How will ComfortDelGro Bus know if the payment has been made?**

A: The Company monitors closely all bank transaction. However parents are advised to follow the payment instruction given in Q3.

**Q5 : Will the bus driver call to inform us on the pick-up time and waiting point when school re-opens?**

A: An SMS consisting of the driver's details, such as name, contact number and vehicle number, will be sent to the parents within two to five days before the school term begins. The driver will also contact the parents to confirm the arrangements. Parents are to contact the driver directly to make the necessary arrangements.

**Q6 : What is the procedure and notice period required if I make changes to the pick-up or drop-off points or the residential address?**

A: We seek parents' cooperation to email requests for change to school@comfortdelgrobus.com.sg at least two weeks in advance. Otherwise, rearrangements may not be possible. Changes are subject to seat availability of the buses serving the new locations.

**Q7 : What is the procedure and notice period required if I make changes from one-way to two-way or two-way to one-way?**

A: We seek parents' cooperation to email requests for change to school@comfortdelgrobus.com.sg at least two weeks in advance. Otherwise, rearrangements may not be possible. Changes are subject to seat availability.

**Q8 : What is the notice period for terminating the arrangement for bus transport services?**

A: To terminate the arrangement for bus transport services, please provide the Company with one month's written notice. A month's bus transport fees in lieu of the notice should also be given. Please submit the withdrawal notice to school@comfortdelgrobus.com.sg.

**Q9 : Is my child allowed to take a different bus for the return trip?**

A: We do not allow children to take a different bus for the return trip. They are advised to take only the designated bus.

**Q10 : Why is my child the first to be picked up and last to be dropped off?**

A: The pick-up and drop-off sequence varies as they are dependent on the route travelled.

**Q11 : Why is my child not the last to be picked up although we reside closest to the school?**

A: It is sometimes not feasible to pick up the child staying closest to the school last as timings are dependant on the other families. Traffic laws and conditions are also taken into account when routes are being planned.

**Q12 : Where is the pick-up and drop-off point if I stay in an HDB estate?**

A: There will be only one common pick-up point for children staying within the vicinity of the same HDB estate. Please note that buses will not be entering to the HDB carparks.

**Q13 : Where is the pick-up and drop-off point if I am staying in a condominium?**

A: Generally, pick-up and drop-off points for children staying in condominiums are at outside of the guardhouse or before entering main entrance or side-gates. Our buses are not able to provide door-to-door service due to security reasons and roads may sometimes be too narrow to accommodate our buses.

**Q14 : What is the procedure to cancel the arrangement for the bus transport services after registration with ComfortDelGro Bus but before school term starts?**

A: Please email the request to cancel the arrangement for bus transport services to school@comfortdelgrobus.com.sg. This must be done before the school term starts. Otherwise, the bus transport services fee for that month will be billed to you as per normal even though your child(ren) did not take the bus.

**Q15 : Must I contact the driver or office if my child is not taking the bus transport service on a particular day?**

A: Parents are advised to contact the driver in advance if their child(ren) will not be taking the bus on any school day.

**Q16 : How do we claim the \$4 refund for any bus no-show as mentioned in the registration form?**

A: Parents will be given a \$4 refund for every service failure due to bus no-show. The \$4 refund will be reflected in the next invoice.

