



BUS USER'S RULES & REGULATIONS

PREFACE

The PTA aims to provide quality service for a reasonable price, setting our income without any or minimum profit. Please note, that any surplus from the bus services are added to the bus fund. The fund is used to cover any loss, which may arise when we the number of bus users drops in any given school year. This allows the PTA to set service prices on the minimum – based on the number of applications received.

1 INTRODUCTION

PEAK SCHOOL's Bus Service (hereinafter: Bus Service) is organised and administered by the Peak School Parent Teachers Association Ltd. (hereinafter: PTA) in support of Peak School (hereinafter: School) as a Non-Profit service to facilitate transportation to/from the school and to ease congestion. PTA operates several buses to areas of HK Island using Kwoon Chung Bus Company (hereinafter: Bus Company). The following rules are drawn up for the safety, care and protection of children using the school buses.

2 GENERAL RULES

- 2.1 Only existing students of PEAK SCHOOL can apply to use the Bus Service.
- 2.2 Only PTA member families who have paid their PTA fee for the given academic year are entitled to apply to use the Bus Service by submitting an application form.
- 2.3 Bus users¹ must honour all payment requirements as defined in chapter 4.
- 2.4 Bus users must honour all arrangement requirements as stated in chapter 5
- 2.5 Bus users must accept, honour and follow all relevant rules and regulations.
- 2.6 The PTA provides the BUS SERVICE, which includes:
 - 2.6.1 Receiving applications, and offering/declining seats,
 - 2.6.2 Managing payments,
 - 2.6.3 Monitoring bus services, updating bus register for each bus, according to special arrangements for each bus user as stated in chapter 5
 - 2.6.4 Ensuring that on each of the buses, a Bus Escort is present to ensure that safety and good standards of behaviour are maintained.

¹ Bus User includes Peak School students who are using the Bus Services and/or in case of payment and application procedure her/his parents who are acting on her/his behalf, whichever is applicable.



2.6.5 Making adjustments and changes to the bus routes and schedules depending on the situation as required. Bus Users will be notified as soon as possible.

2.7 UNAUTHORIZED USERS

2.7.1 Only Bus Users on a specific bus register may travel on the specified school bus, WITH NO EXCEPTIONS.

2.7.2 Parents are not permitted to travel on any school bus on WITH NO EXCEPTIONS.

2.8 BUS USER'S INSURANCE

2.8.1 Bus Users are insured as soon as they get on and until they get off the bus. The PTA or the School cannot be responsible for anything that happens to a child after she/he left the school bus at the designated drop-off point.

2.9 PICK UP AND DROP OFF PROCEDURE

2.9.1 Bus users must be at the drop-off point 5 minutes before the designated departure time.

2.9.2 Parents or an authorised person should be at the drop-off point 5 minutes before the designated drop off time to collect their child off the bus.

2.9.3 Walking home from the stop

- a) All children must be accompanied from the bus stop by a designated guardian unless written permission by the parents has been received by the PTA.
- b) Younger siblings will only be allowed to walk home with an older brother or sister, if written permission has been received by the PTA.
- c) **If a child does not have permission to walk home alone and is not met at the bus stop at the designated time, the Bus Escort will NOT release the child and after contacting the PTA or School, will return the child to School.**

2.9.4 Bus Escort must adhere to scheduled bus routes and instruction (bus register) given by the PTA.

2.9.5 Bus Escort cannot enter into any private arrangements regarding pick up/ drop off points regardless of the circumstances, other than described under chapter 5.5.5

2.10 REFUSAL OF BUS SERVICES

2.10.1 If a Bus User constantly fails to keep the best practice and safety to rules (see chapter 9), the PTA may refuse/ cancel Bus Services for the given student, as such behaviour may affect the safety of other Bus Users.

2.10.2 Any above decision must be done after consulting the School, the Bus Company and the affected parents.



3 APPLICATION PROCEDURE

3.1 GENERAL RULES

- 3.1.1 Whilst every effort is made to accommodate applicants, places are subject to availability and the PTA cannot exceed the legal maximum for any bus. All application processed a first come first serve basis.
- 3.1.2 The estimated times/routes published are for general reference only.
- 3.1.3 All proposed bus routes and stops must be agreed to by the bus company.
- 3.1.4 All new pick up/drop off point requests to existing bus routes are subject to approval by the PTA and the Bus Company.
- 3.1.5 If possible the PTA gives priority to students within the catchment area.
- 3.1.6 Changing address after your application is submitted, or any time during the year: PTA may not be able to guarantee a seat at the new pick up point.

3.2 APPLICATION FOR THE COMING SCHOOL YEAR

- 3.2.1 PTA sets the tentative bus fees and routes, and sends out to all parents of students signed up for the next academic year, by end of May the latest. Any subsequent route changes are subject to agreement by Bus Company.
- 3.2.2 Parents should return the completed application form to the PTA and make all required payments (see chapter 2.10 and 4).
- 3.2.3 PTA will notify parents as soon as possible if seats cannot be offered. Any payment received will be refunded.
- 3.2.4 Final routes are based on the demand sent in by 15th of June for the next Academic Year. All routes (existing and new) must be agreed to by the Bus Company.
- 3.2.5 PTA will notify parents of specific bus pick-up and drop-off points and schedules at least one week prior to the start of the school year.

3.3 MID- SCHOOL YEAR APPLICATION

- 3.3.1 The existing routes and service fees for the Academic Year are listed on the Peak School website after school year begins.
- 3.3.2 Parents should submit mid-year application forms at least 2 weeks prior to starting.
- 3.3.3 PTA will respond to any application within 5 working days.
- 3.3.4 If a child offered a seat, parents need to accept/decline within 5 working days and make payment, as detailed in chapter 4.
- 3.3.5 Unpaid seats cannot be put on hold and the PTA will consider the seat declined.



4 PAYMENT POLICY

In case of a failure to fulfil any payment requirements, the Bus User will be suspended from using the Bus Service.

4.1 GENERAL RULES

- 4.1.1 The PTA membership fee/family is due with the first payment – unless it has been already paid.
- 4.1.2 Pick up and drop off areas are divided to 2 Zones (based on the distance travelled): Zone A and Zone B, the fees for the 2 zones are different.
- 4.1.3 The Bus service is charged on a 10.5/month school year basis for all students.
- 4.1.4 To reserve a seat for the following school year, parent must pay the reservation fee. Once the reservation fee is transferred, it is non-refundable. The reservation fee is included in the full year fee, and deductible from the term 1 bus fees.
- 4.1.5 Application with incomplete payment will not be processed.
- 4.1.6 Fares are charged by the term. If a bus user started a term, no refunds or discounts will be given for part terms. For new bus users: pro-rata payment maybe applied – if they sign up at least for one more term. For cancellation see chapter www,
- 4.1.7 Official Receipt will be issued once payment has been cleared by bank.
- 4.1.8 All dishonoured / return / bounced cheques are subject to \$100 surcharge.

4.2 PAYMENT METHODS:

Fee must be paid either with:

4.2.1 Bank transfer to HSBC 808 507 529 001

or

4.2.2 Cheques

- a) *Cheques must be crossed and payable to: "Peak School PTA Ltd";*
- b) *Student Name(s) are to be specified clearly on reverse side of Cheque.*
- c) *In case of termly payment, submission of post-dated cheques is preferred.*
- d) *All dishonoured / return / bounced cheques are subject to \$100 surcharge.*

4.3 PAYMENT DEADLINES

Advance payment is required according to any of the following payment schedule:

4.3.1 Option 1: full year payment - payment due for next school year application when application is submitted, for bus users joining after school started: when seat is accepted.

Or



4.3.2 Option 2: Termly payment:

- a) *Term 1 (Aug – Dec) - payment due: 1st Aug of the school year²*
 - b) *Term 2 (Jan – Mar) - payment due: 1st Dec of the school year²*
 - c) *Term 3 (April – Jun) - payment due: 1st Mar of the school year²*
- (2) *If starting date is later than specified due date, payment due when seat accepted.*

4.3.3 To reserve a seat for the following school year, parent must pay the reservation fee, when submitting the application. Once the reservation fee is received, it is non-refundable.

4.3.4 The reservation fee is included in the full year fee, and deductible from the term 1 bus fees.

4.4 LATE PAYMENT FEE

4.4.1 Late payment fee of 150HKD will apply if payment is not received within 5 working after non-payment reminder is sent. If payment is not received, PTA has the right to suspend the bus service for the respective child.

4.5 FEES APPLYING IN CASE OF CANCELLATION

In case of cancellation of the Bus Services the following fees applies:

- 4.5.1 Any term started must be paid in full.
- 4.5.2 PTA only accepts cancellation for the next term, if a written notification (email to pta.bus@peakschool.edu.hk) is submitted before the payment for the given term is due (see chapter 4.3). Otherwise, bus fee will be charged.
- 4.5.3 If cancellation is accepted for a certain term(s) – refund may be requested if payment already been made for that term(s), and all post-dated cheques for the given term(s) will be annulled and returned.
- 4.5.4 If the reservation fee is received, it is non-refundable.
- 4.5.5 In very special circumstances (e.g. suggested schedule is significantly different from the previous school year’s schedule) payment may be waived if parents are not satisfied with the final schedule, before the start of the school. Written request must be submitted to the PTA within 48 hours after receiving the suggested routes. If the PTA can offer alternative route reasonably close to last year’s schedule – the request will be declined.

5 BUS ARRANGEMENT POLICY

5.1 All bus changes will be served on a first come first basis, and changes may not affect any Bus User’ regular arrangements.



5.2 All changes updated in the Bus Register.

5.3 Parents has to give written instruction if case of any changes in the pick- up drop off procedure (chapter 2.9), giving written permission to any individual to pick up their child(ren).

5.4 REQUESTING PERMANENT BUS CHANGE

5.4.1 Address changes during the school year must be submitted by email to pta.bus@peakschool.edu.hk a week before the first new pick up point is requested. If change is possible the PTA will confirm it according to chapter 2.10.

5.4.2 If changes results in bus ZONE changes, if the new fee

a) is higher than the existing fee, the pro-rata price difference must be paid for the terms affected.

b) is lower than the existing fee, no pro- rate refund is available for the term already started, but may be applied for the next term(s).

5.5 DAILY CHANGES - ONE OFF AND REGULAR

In case of any changes in a Bus User's daily routine (e.g. not using a bus on certain day(s)) - except bus changes

5.5.1 Parents need to notify the PTA by email² to pta.bus@peakschool.edu.hk, by 12.00 pm prior to journey.

5.5.2 Change will be confirmed by PTA via email, within 24 hours or

a) in case of afternoon drop off changes at least 2 hours, prior the journey,

b) in case of morning pick up changes at least 19 hours before the journey - whichever is earlier.

5.5.3 Changes not confirmed considered not submitted.³

5.5.4 PTA has no responsibility if the change request was not submitted before the deadline.

5.5.5 Morning pick-ups may be cancelled after the above deadline, by notifying the Bus Escort via WhatsApp message. The Bus Escort's number is shared with all bus users of the certain bus.

5.6 DAILY BUS CHANGES - ONE OFF AND REGULAR

Bus Users may travel on alternative buses on the following conditions:

5.6.1 Parents need to notify the PTA by email² to pta.bus@peakschool.edu.hk by 12.00 pm prior to journey.

5.6.2 If space is available, PTA will confirm it by email, within 24 hours or

a) in case of afternoon drop off changes at least 2 hours, prior the journey,

b) in case of morning pick up changes at least 19 hours before the journey whichever is earlier.

² Refer to annex 1 for suggested form of emails with all requested information.

³ If parents do not receive confirmation email before the deadline – they need to re- submit the modification again.



5.6.3 Changes not confirmed considered not submitted³.

5.6.4 PTA has no responsibility if change request was not submitted before the deadline.

5.7 ACTIVITIES

5.7.1 If a Bus User has a regular after-school activity that will prevent him/her using the bus on any day/days, a written notification must be sent² so that the register can be updated accordingly.

5.8 OTHERS

5.8.1 A note to the Class Teacher or School cannot be regarded as notification to the PTA. Please ensure that each is notified respectively.

5.8.2 In the case of outings and activities organised by the school, parents are still required to notify the PTA Administrator that their child/children will not use the bus, unless otherwise advised. The school is not responsible for informing the PTA in this respect because individual parents will often make special arrangements. This includes camps and sports activities.

5.9 NOT INFORMING THE PTA

5.9.1 Failure to notify the PTA Administrator in any of the above cases, may cause late departure of the bus(es). If parents are constantly missing to submit the information, it may result in the PTA requesting the parents concerned to take their child off the bus. No bus fee refunded for the given term.

5.10 WITHDRAWAL/CANCELLATION

5.10.1 If for any reason a bus user has to withdraw/cancel her/his application, parents have to submit a cancellation note to the PTA.

5.10.2 PTA will confirm it, and make all necessary arrangements. Rules of payments applying are under chapter 4.

6 NON-REGULAR BUS USERS

Any Peak School Student may apply to be a non-regular (one-off) bus user on the following condition:

6.1 Parents need to notify the PTA by email to pta.bus@peakschool.edu.hk, by 12.00 pm prior to journey.

6.2 Parents need to pay a One-off bus fee, prior or latest 5 working days after the journey. The price is set in annex 1. In case the fee not paid, a Late fee (chapter 4.4) may apply.



- 6.3 If space is available, request maybe be confirmed by PTA via email, within 24 hours or
 - c) in case of afternoon drop off request at least 2 hours, prior the journey,
 - d) in case of morning pick up changes at least 19 hours before the journey - whichever is earlier.
- 6.4 Changes not confirmed considered not submitted.⁴
- 6.5 PTA has no responsibility if the change request was not submitted before the deadline.
- 6.6 All non-regular (one off) bus user request will be served on a first come first basis, changes may not affect any Bus User' regular arrangements.
- 6.7 All non-regular Bus User considered Bus User for the time of the journey, and they need to follow all rules applying.

7 BAD WEATHER PROCEDURE

7.1 RED AND BLACK RAINSTORM WARNINGS

- 7.1.1 If a black rainstorm warning is hoisted during school hours, buses will not be released until the school is informed that it is safe to do so.
- 7.1.2 In such an event, every attempt will be made to contact parents of bus children to inform them of the situation. However, it is inevitable that some parents will not be contactable and we seek your cooperation and assistance in these cases.

7.2 TYPHOONS

- 7.2.1 The school will close if a storm signal number 8 or higher is in force or if an announcement is made by the Director of Education.
- 7.2.2 It is the parent's responsibility to collect their child from the school on that day unless the signal is hoisted at about the time the bus would normally take your child home. Buses cannot be arranged at short notice during school hours. Please refer to the school Website www.ps.edu.hk for further updates.

8 If BUS FAILS TO ARRIVE

- 8.1 If the bus fails to arrive, parents should call PTA, BUS ESCORT or Bus Company hotline on 29 798 798 to trace its location and obtain instructions on how to proceed.
- 8.2 If the bus company is unable to provide a replacement bus, PTA will advise the BUS USERS to make their own way to School. Bus Users are expected to group together to share taxis. A taxi receipt must be obtained and submitted to PTA Office, who will liaise with the bus company regarding any refund.

⁴ If parents do not receive confirmation email before the deadline – they need to re- submit the modification again.



- 8.3 In the event that students are late to school due to bus delays, PTA/Kwoon Chung will inform parents via WhatsApp and the School, and the concerned students will not have a late record.

9 BEST PRACTICE AND SAFETY RULES FOR ALL BUS USERS

- 9.1 The PTA is ensuring that on each of the buses, a Bus Escort is present to ensure that safety and good standards of behaviour are maintained. Bus Escorts are employed by the Bus Company and are following their code of conduct (a copy is available from the PTA office).

- 9.2 The bus service provides a safe environment for children to travel to school. It is expected that children will behave on the bus in the same way that they would at school.

9.3 SAFETY RULES

9.3.1 Students must:

9.3.1.1 fasten seatbelts when they are riding on the bus. With the help of the bus escort if necessary.

9.3.1.2 remain seated throughout the journey and stand only when the bus has come to a complete standstill at their stop.

9.3.1.3 place bags on the floor.

9.3.1.4 not lean out of the window or put their arms out of the window.

9.3.2 Students may only change seats if the Bus escort deems it necessary (no standing when the bus is in motion.)

9.3.3 Upon reaching their destinations, students are to remain seated until the bus comes to a complete stop.

9.3.4 No interfering with the bus driver or any bus equipment is allowed.

9.3.5 No food or drinks are allowed on the bus.

9.3.6 No objects of any kind are allowed to be thrown in the bus or out of the windows.

9.3.7 The PTA reserves the right to change student seats as and when required if it hinders the safety and discipline on the school buses – without prior notification to student or parents.

9.4 BEHAVIOUR

9.4.1 Students are not allowed to use mobile phones while they are on the bus.

9.4.2 Students should observe same conduct as in the classroom.

9.4.3 Students are responsible for their own behaviour.



9.4.4 Students

- a) are to be courteous and treat everyone with respect.
- b) always follow the Bus Escort's instructions.
- c) not disturb other children who wish to read or simply sit quietly.
- d) talk quietly inside the bus.

9.4.5 The following behaviour(s) will not be tolerated:

- a) use of bad languages or obscene gestures
- b) fighting or bullying.

9.4.6 The bus company will keep the school administration informed of any serious bus disciplinary issues and LMT will be inform if necessary.

9.4.7 Parents should reinforce with their children, the above expectations and to obey the Bus Escort instructions at all times.

9.4.8 Parents are responsible for any damage caused by their child.

9.4.9 As per chapter 2.10 above the PTA have the right to refuse or cancel the bus service for a child who is not following the above expectations. Any decision to remove a child from the bus will be made in conjunction with the School, the bus company and the affected parents.

10 SUGGESTIONS AND COMPLAINTS

If you have any suggestions or complaints concerning the bus service, please contact the PTA pta.bus@peakschool.edu.hk or on 2849 8376.