



BUS USER'S Guidelines & 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 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 guidelines & regulations are drawn up for clarity, most efficient management of the process, as well as for the safety, care and protection of children using the school buses.

2 GENERAL RULES

- 2.1 Only **existing students** of ESF PEAK SCHOOL can have access to 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 (and optimizing) the process, including 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 Guardian is present to ensure that safety and good standards of behaviour are maintained.
 - 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.

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.



2.7 UNAUTHORIZED USERS

- 2.7.1 Only Bus Users on a specific bus register, bus driver, bus guardian and in special circumstances Peak School employee or PTA administrator or office holder may travel on the specified school bus, **WITH NO EXCEPTIONS**.
- 2.7.2 **Parents** (unless they are any of the above) **are not permitted** to travel on any school bus, **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 before or after it entered/left the school bus at the designated pick-up/drop-off point.

2.9 PICK UP AND DROP OFF PROCEDURE

- 2.9.1 Bus users are advised to be at the pick-up point 5 minutes before the designated departure time. Buses are not waiting after arrival. In case the child is not at the pick-up point at the designated time, the bus will move on to the next stop.
- 2.9.2 A designated guardian (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 to walk home alone by the parents has been received by the PTA in advance.
 - b) Younger siblings will only be allowed to walk home with the older sibling, if written permission has been received by the PTA in advance.
 - 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 Guardian will NOT release the child and after contacting the PTA or School, will return the child to School.**
- 2.9.4 Bus Guardians must adhere to scheduled bus routes and instruction (bus register) given by the PTA.
- 2.9.5 Bus Guardians cannot enter into any private arrangements regarding pick-up/drop-off points regardless of the circumstances, other than described under chapter 5.4.6
- 2.9.6 Failure to be at the designated point at the requested time, may cause late departure/arrival of the bus(es). If parents/guardians are constantly failing to be at the designated point at the requested time (being late), it may result in the PTA requesting the families concerned to take their child off the bus or suspend the bus service for the given child for a certain period. No bus fee refunded for the given term/period. The decision will be taken after consulting the School, the Bus Company, and the affected families.



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 10), the PTA may suspend/refuse/ cancel Bus Services for the given child, as such behaviour may affect the safety of other Bus Users.
- 2.10.2 Any above decision will be taken after consulting the School, the Bus Company and the affected families.

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 by the deadline given.(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 1 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 10 school days prior to starting.
- 3.3.3 PTA will respond to any application within 5 school days.
- 3.3.4 If a child offered a seat, parents need to accept/decline within 2 school 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 Fares are charged by total year, or by the term. If a bus user started a term, no refunds or discounts will be given for part terms.
- 4.1.4 Official Receipt will be issued once payment has been cleared by bank.
- 4.1.5 Application with incomplete payment will not be processed.

4.2 PAYMENT METHODS:

Fee must be paid either with:

- 4.2.1 Bank transfer to HSBC 808 507 529 001 (Peak School PTA Ltd), mentioning the students name.
- 4.2.2 Credit Card (3.4% handling fee is added to the invoice amount). Credit Card payment only available via online link sent to Bus User. Such email is sent after application received and an invoice is issued.
- 4.2.3 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) *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) due when application is submitted.*
- b) *Term 2 (Jan – Mar) - payment due: 1st Dec of the school year*
- c) *Term 3 (April – Jun) - payment due: 1st Mar of the school year*

- 4.3.3 If payment is not received, PTA has the right to suspend the bus service for the respective child

4.4 FEES APPPLYING IN CASE OF CANCELLATION

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

- 4.4.1 Any term started must be paid in full.
- 4.4.2 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.
- 4.4.3 If cancellation is accepted for a certain term(s) – refund may be requested if payment already been made for that term(s).
- 4.4.4 In case of irregular bus services beyond PTA's or Bus Company's responsibility (eg. School closures, Government regulations, or else), there is no guaranteed refund of fees. PTA and Bus Company will engage in mutually fair discussions to find a solution in such exceptional cases.



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 Parents must give written instruction in 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).
- 5.3 REQUESTING PERMANENT BUS CHANGE
 - 5.3.1 Address changes during the school year must be submitted by email to pta.bus@peakschool.edu.hk at least a week before the first new pick-up point is requested. If change is possible the PTA will confirm it according to chapter 3
 - 5.3.2 If changes result in bus ZONE changes, and if the new fee
 - a) is higher than the existing fee, then the pro-rata price difference must be paid for the terms affected.
 - b) is lower than the existing fee, then no pro-rate refund is available for the term already started but may be applied for the next term(s).
 - 5.3.3 To secure a seat for future change (when PTA is informed about a future change with new address and pick up point), both bus fees must be paid full for the term. If seat is available at the time of request submitted, but not secured (paid), PTA will inform the parents if new application received for the given seat. Parents need to pay the given bus fee if they wish to secure the seat.
 - 5.3.4 If change is not possible: fee is not refundable.



5.4 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

- 5.4.1 Parents need to notify the PTA by **using exclusively the ESF App function "BUS"**, which is issuing an email to pta.bus@peakschool.edu.hk, **by 12.00 pm** prior to journey.
- 5.4.2 Change will be confirmed by PTA via standardised email "noted".
- 5.4.3 Changes not confirmed considered not submitted.
- 5.4.4 Changes confirmed are considered final, and PTA has the right to offer the place for other users for daily bus changes.
- 5.4.5 PTA has no responsibility if the change request was not submitted before the deadline.
- 5.4.6 Morning pick-ups may be cancelled by notifying the Bus Guardian via the informal WhatsApp message only. The Bus Guardian's number is shared with all bus users of the certain bus. If a family has chosen not to participate in the informal WhatsApp chatgroup, then they must notify changes the evening before using the ESF App.

5.5 USE OF ALTERNATIVE BUS - ONE OFF AND REGULAR

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

- 5.5.1 Parents need to notify the PTA by **using exclusively the ESF App function "BUS"**, which is issuing an email to pta.bus@peakschool.edu.hk, **by 12.00 pm** prior to journey.
- 5.5.2 If space is available, then the change will be confirmed by PTA via standardised email "noted". Not confirmed means that the change is not possible.
- 5.5.3 If change is not possible at the time of the submission – PTA may put the request on waitlist and confirm it 2 hours prior to journey. Waitlist must be requested.
- 5.5.4 If changes are conditional (ie: using a regular activity space 5.6), it will be stated in the confirmation, and PTA has the right to refuse seat till 2 hours prior the journey.
- 5.5.5 Changes confirmed considered final, and PTA has the right to offer the place for other users for daily bus changes.
- 5.5.6 PTA has no responsibility if change request was not submitted before the deadline.



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5.6 ACTIVITIES

- 5.6.1 If a Bus User has a regular after-school activity that will prevent her/him using the bus on any day/days, a written notification must be sent to pta.bus@peakschool.edu.hk.
- 5.6.2 If the PTA receives a participant list (in case of after School Activities in PEAK SCHOOL) from the service provider, the change might be updated automatically and confirmation is sent via email to parents, which considered accepted unless a written request is received.
- 5.6.3 If for any reason an activity in PEAK SCHOOL is cancelled on the day – if cancellation received later than 2 hours prior to the journey – PTA cannot guarantee that the seat is available.
- 5.6.4 PTA is not responsible to inform parents about any cancellation by any Service Provider (including PEAK SCHOOL). However, if the PTA receives a cancellation information from the service provider, will do its best to inform parents via the bus Whatsapp groups.
- 5.6.5 PTA has no responsibility if the change request was not submitted before the deadline.

5.7 OTHERS

- 5.7.1 A note to the Class Teacher or School cannot be regarded as notification to the PTA. Please ensure that each is notified respectively.
- 5.7.2 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.

5.8 NOT INFORMING THE PTA

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 or suspend the bus service for the given child for a certain period. No bus fee refunded for the given term/period.

5.9 WITHDRAWAL/CANCELLATION

- 5.9.1 If for any reason a bus user has to withdraw/cancel the application, parents have to submit a cancellation note to the PTA.
- 5.9.2 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 school days after the journey. The price is set at HK\$ 100. In case the fee is not paid, no further one-off service will be rendered.
- 6.3 If space is available, then the change will be confirmed by PTA via standardised email "noted". Not confirmed means that the change is not possible.
- 6.4 If change is not possible at the time of the submission – PTA may put the request on waitlist and confirm it 2 hours prior to journey. Waitlist must be requested.
- 6.5 If changes are conditional (ie: using a regular activity space 5.6), it is stated in the confirmation, and PTA has the right to refuse seat till 2 hours prior the journey.
- 6.6 PTA has no responsibility if the change request was not submitted before the deadline.
- 6.7 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.
- 6.8 All non-regular Bus User considered Bus User for the time of the journey, and they need to follow all rules applying.

7 ESF APP & WHATSAPP GROUP

- 7.1 The **ESF App function “BUS”**, which is issuing an email to pta.bus@peakschool.edu.hk, is the **exclusive communication tool for the families to communicate changes to the bus users regular bus service arrangement to the PTA**.
- 7.2 An informal WhatsApp group for each bus is set up by the PTA to share information about the bus services – and occasionally PTA information - only. The purpose of the group is to exchange short bus service relevant and critical information only, and not as a chat group for general topics or individual opinions.
- 7.3 Parents and Legal Guardian may request that any designated guardian (2.9.2) may join or be removed to her/his bus's WhatsApp group.
- 7.4 By joining the group, anyone agree to share her/his contact details with everybody else who is part of that chatgroup.



- 7.5 The PTA group admin has the right to remove anyone for inappropriate comments without any notice. To re-join the group the given person must send a written request to the PTA. Any further decision is at the discretion of the PTA
- 7.6 PTA is not in any way responsible for the communication within the WhatsApp group.
- 7.7 PTA is always striving to optimize the bus service management using more efficient tools and/or changing and digitizing the processes. Going forward the existing set-up might be subject to changes during the running school year/term.

8 BAD WEATHER PROCEDURE

8.1 RED AND BLACK RAINSTORM WARNINGS

- 8.1.1 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.
- 8.1.2 In such an event, every attempt will be made to contact parents of bus users 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.

8.2 TYPHOONS

- 8.2.1 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.
- 8.2.2 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.

9 If BUS FAILS TO ARRIVE

- 9.1 If the bus fails to arrive (not delayed), parents should call the PTA office, read the WhatsApp group communication, and obtain instructions on how to proceed.
- 9.2 If the bus company is unable to provide a replacement bus, PTA will advise the BUS USERS to make their own way to School.
- 9.3 If bus user is using her/his own car to make their way to school, a refund of a pro rata fee may be applied (one/per car), such request may be submitted to PTA Office, who will liaise with the bus company regarding any refund.
- 9.4 If Bus Users are using a taxi or any other hired transportation services a receipt must be obtained and submitted to PTA Office, who will liaise with the bus company regarding any refund. Bus Users are expected to group together to share such transportation.
- 9.5 If Bus Users are using public transportation, then the refund request must be submitted to PTA Office, who will liaise with the bus company regarding any refund.
- 9.6 In the event that students are late to school due to bus delays, PTA will inform parents via Text/WhatsApp and the School, and the concerned students will not have a late record.



10 BEST PRACTICE AND SAFETY RULES FOR ALL BUS USERS

- 10.1 The PTA is ensuring that on each of the buses, a Bus Guardian is present to ensure that safety and good standards of behaviour are maintained. Bus Guardians are employed by the Bus Company and are following their code of conduct (a copy is available from the PTA office).
- 10.2 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.

10.3 SAFETY RULES

10.3.1 Students must:

- 10.3.1.1 fasten seatbelts when they are riding on the bus. With the help of the Bus Guardian if necessary.
- 10.3.1.2 remain seated throughout the journey and stand only when the bus has come to a complete standstill at their stop.
- 10.3.1.3 place bags on the floor.
- 10.3.1.4 not lean out of the window or put their arms out of the window.

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

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

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

10.3.5 No eating or drinking allowed on the bus, unless otherwise agreed by the bus guardian.

10.3.6 Social distancing/mask wearing guidelines must be adhered to at any time.

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

10.3.8 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.



10.4 BEHAVIOUR

10.4.1 Students are not allowed to use mobile phones while they are on the bus, unless otherwise agreed by the bus guardian.

10.4.2 Students should observe same conduct as in the classroom.

10.4.3 Students are responsible for their own behaviour.

10.4.4 Students/Bus users

- a) are to be courteous and treat everyone with respect.
- b) always follow the Bus Guardian's instructions.
- c) not disturb other children.
- d) talk quietly inside the bus.

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

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

10.4.6 The bus company/guardians will keep the school administration and PTA informed of any serious bus disciplinary issues.

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

10.4.8 Parents are responsible for any damage caused by their child(ren).

10.4.9 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.

11 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.