

KWOON CHUNG MOTORS COMPANY LIMITED

Add: 3/F, 8 CHONG FU ROAD, CHAI WAN, HONG KONG | TEL: 3193 9355 | EMAIL: discovery@kcm.com.hk |
Online registration: <http://school.kcm.com.hk/discovery>



DISCOVERY COLLEGE BUS INFORMATION [2022/2023]

KWOON CHUNG MOTORS CO. LTD. (KCM) at 3rd Floor, No. 8 Chong Fu Road, Chai Wan, Hong Kong is contracted to provide school bus service for Discovery College (DC) students for the 2022-2023 school year.

BUS SERVICE

This application is made, based on an annual 10.5 months contract, from mid-August 2022 to last day of the school year in June 2023. The school bus routes are planned to fit the school schedule for Year 1 to Year 13 students.

BUS ESCORT

For reasons of safety it has been the practice to have a bus escort on the bus (Bus Mother). The cost of bus escorts is included in the bus fees.

SEAT BELTS

For safety purposes, children are required to put on a seat belt when they are riding on the bus. They will be told, by the bus escorts, to put on a seat belt when boarding. However, we would be grateful if parents could remind their children regularly about the importance of wearing a seat belt.

INSURANCE

Parents are advised that all school buses of Kwoon Chung Motors Co. Ltd. are under insurance coverage and in accordance to the law of Hong Kong Transport Department.

PAYMENT / INSTALLMENT OF THE SERVICE

Advance payment is required according to the invoice date and bus fee will be charged on monthly pro-rata basis from 1st day of each calendar month. No day/week/half fee will be calculated, except mid-August with half month.

Installment	Period	Payment to be made
1 st installment	From mid-Aug 2022 to Jan 2023 (5.5months)	In Jun/Jul
2 nd installment	From Feb 2023 to Jun 2023 (5 months)	In Nov/Dec

* A bus card will be issued for students who enrolled for the service. Any replacement bus card will incur a fee of HK\$50/per card.

* No Single Trip fare will be provided

IMPORTANT NOTES

- Once a student has signed up to the service, **it constitutes a continuous 10.5-month contract of the bus service for the entire academic year**. Subsequently, no selective month(s) of usage will be allowed.
- Joining the service after the school year/term has started as a new joiner is possible, subject to seat/route availability. Bus fees are paid for full month from 1st day of each calendar month and no pro-rata fee on day/week/half month basis will be applicable (except August will be charged at 50%).

e.g. *Joining the service from the 9th of Oct, bus fee will be calculated from 1st Oct, with the remaining months of the term/whole year.*

- Re-joining the service after the cancellation/refund of service within this academic year is possible, subject to seat/route availability and the settlement of the period or months of service being cancelled/refunded. Bus fees will be calculated on a month pro-rata, including the month of cancelled/refunded service till the remaining term(s)/month(s) of the school year, from 1st each calendar month. Discretionary will be given on exceptional circumstances, except HKSAR EDB/DC announced on online learning period, subject to bus company review.

e.g. *The service was cancelled/refunded from 1st of Dec, and would like to re-join the service again from 1st of Feb, bus fee will be calculated from 1st Dec, with the remaining months of the term/school year.*

- Bus fee will be levied as normal and/or no refund will be made if:-
 - student/parent chose not to take the bus at any enrolled trip on any day(s)/date(s);
 - the day with Red/Black Rainstorm or Typhoon no. 8 or above is hoisted;
 - no school for students according to school policy or HKSAR Education Bureau (EDB) announcement on school closure;
 - any selective month(s) of the service throughout the academic year, unless complete cancellation of the service.
- If the online learning is prolonged, no refund will be available on the month of the announcement made, and the next/first complete calendar month. Credit/Rebate will be available on the second complete calendar month at 25%. 50% will be applicable on the third complete calendar month onwards.

e.g. *EDB announces delay in school resumption/school closure on Jan 10th, 25% credit/reduction on bus fee will be applicable for Mar 1st to Mar 31st. 50% credit/reduction will be applicable for Apr 1st to Apr 30th onwards.*

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CANCELLATION / REFUND

For cancellation **before** the commencement of the school year in August, full refund will be provided if advance notice was made via Kwoon Chung Online Registration Webpage (<https://school.kcm.com.hk/discovery>) – “Notify Kwoon Chung” and/or email to: discovery@kcm.com.hk

For cancellation **after** the commencement of the school year in August, parents must apply via Kwoon Chung Online Registration Webpage (<https://school.kcm.com.hk/discovery>) – “Notify Kwoon Chung” by serving **ONE calendar month** advance notice. Billing cycle starts from the 1st day of a calendar month, and one-month advance notice **before** the effective date of termination of service is required. If cancellation notice is made during any day(s) of the calendar month, the advance notice will be effective from the 1st day of the next calendar month.

e.g. For cancellation effective from 1st February, written notice must be given on or before 31st December.

Refund, on a monthly pro-rata basis, is allowed for cancellation of the bus service. To apply, the parent must give **ONE calendar month advance notice** by inputting in “Notify Kwoon Chung” after login to the registration system – starting from the 1st day of a calendar month, in advance of the effective date of termination of service. Refund can only be given for a complete month’s/installment’s non-bus usage.

e.g. For refund effective from 1st February, written notice must be given on or before 31st December.

BUS POLICY

1. Seat will be allocated on a first-come, first-served basis. Waiting lists will be maintained once buses are full and parents will be informed if their child(ren) is(are) on the waiting list.
2. The proposed schedule is for application and reference used only, and is subject to change to the final no. of applications received before commencement of the school year. KCM reserves the right to make changes to accommodate change in applications and/or traffic conditions throughout the school year. Parents might consult with KCM’s Office of the latest seat’s availability and bus stops when completing the application after the commencement of the school year.
3. The bus service is not a ‘door-to-door’ service. Routes and stops will be determined based on student safety, practicality and efficiency. Requests for changes to routes and stops will be considered only with least impact on the overall journey time for everyone on board.
4. All students are **not** allowed to change bus to school/home. Students should take the designated bus route only, but **change of pick up and/or drop off point within the same bus route will be allowed.**

BUS CARDS

An annual bus smart (NFC) card will be issued and to be used for verification of student’s identity and payment validity. In the event a bus card is lost, a replacement bus card must be obtained immediately by emailing to discovery@kcm.com.hk. Student/parent has to pay HK\$50 for one replacement card. KCM will responsible for the 1st mailing of bus card and **any replacement bus card will be either distribute by Bus Escort/School Office or mailed to the registered residential address.**

Student MUST SWIPE the bus card when boarding and alighting the bus for verification and safety tracking. Bus Escort will assist student on the swipe on board.

SMS SYSTEM

For efficient and prompt communication, a SMS will be sent to parents if a bus delay is expected to be more than 15mins or any emergency information. This service is a one-way communication. If parents have any comments/suggestions, please contact the bus company by email or by phone.

INSTANT BUS LOCATION

To provide quality service, instant bus location will provide both parents and School Office of the student boarding records with the current/last boarding and alighting time, pick up and drop off location with map for journey to school or home. Instant bus location tracking is available at <https://school.kcm.com.hk/discovery> after login or via mobile app. More details on the mobile app will be provided in the confirmation.

DAILY BUS ARRANGEMENT / ADMINISTRATIVE CONTACT

Parents should notify via **ESF apps** for:

- Daily bus arrangement – e.g. walker, absent

Parents should contact both **DC’s School Office** (via buses@discovery.edu.hk) and **KCM’s Office** (via discovery@kcm.com.hk) for the following:-

- Discipline issues with students
- Comments and feedback about the bus service – *escalation of the school bus matters to DC*
- Comments and feedback about the bus service
- Collection of replacement bus card
- Lost and found on school buses



DISCOVERY COLLEGE BUS INFORMATION [2022/2023]

RULES of RESPECT

The parents/guardians and students should ensure they have read and understand the content of this document, which is to be adhered to for the safety of the bus driver, bus escorts and all students travelling on the school bus. Acknowledgement of the Rules of Respect is made in the Contract for Use of Bus Service. Each Discovery College student using the bus service agrees to abide by the behavioral expectations outlined below:

- I will arrive at the bus stop on time, and understand that the bus will not wait for me if I am late.
- When I am a seated passenger, I will remain in my seat with my seatbelt fastened throughout the whole journey.
- I will not leave my seat while the bus is in motion.
- I will not remove my seat belt until the bus has come to a complete stop at the designated drop-off point, and go ahead has been given by my Bus Escorts to do so.
- I will keep the aisles free of backpacks and instruments.
- I will not tamper with emergency door or equipment on the bus.
- I will not eat or drink on the bus or throw anything inside or out of the bus.
- I will respect other students and their property at all times (this includes but is not limited to pushing, verbal or physical abuse; or any other behaviour that may distract the driver).
- I will use socially acceptable language and behaviour when conversing with my Bus Escorts and/or other students, and I will not speak at a volume that may distract the driver.
- I will respect the property of the bus operator at all times (this includes but is not limited to refraining from standing on seats or vandalising the vehicle in any way).
- I will not engage in any behaviour that could put the driver and/or Bus Escorts and/or other students inside the bus at risk.
- I will observe the requirements and instructions of the bus driver, Bus Escorts and/or the teachers responsible for bus duty at all times.

The safety and comfort of everyone on the bus depends on a standard of behaviour and consideration for others that is expected in the classroom. Riding the school bus is a privilege, and is an extension of the code of conduct of Discovery College.

IF THIS AGREEMENT ON RULES OF RESPECT IS BROKEN:

- The student will be placed on daily report for one (1) week and the parent/guardian will be notified immediately.
- If no improvement is evident after one (1) week, an interview will be arranged between the student, parent/guardian, and a representative of Discovery College.
- If there is still no improvement, the privilege to travel on a school bus will be withdrawn, and the parent/guardian will be required to find alternative transport to get the student to and from Discovery College.
- In extreme cases of misbehavior, the privilege of travelling on a school bus could be withdrawn immediately.

	Action
First Warning	Three (3) consecutive school days suspension from traveling on school bus
Second Warning	Five (5) consecutive school days suspension from traveling on school bus
Third Warning	Transportation privileges may be permanently revoked

Should anyone wish to report one of the Discovery College students for violation of the Rules of Respect, please do so in writing to the Bus Coordinator on buses@discovery.edu.hk and discovery@kcm.com.hk detailing the following:

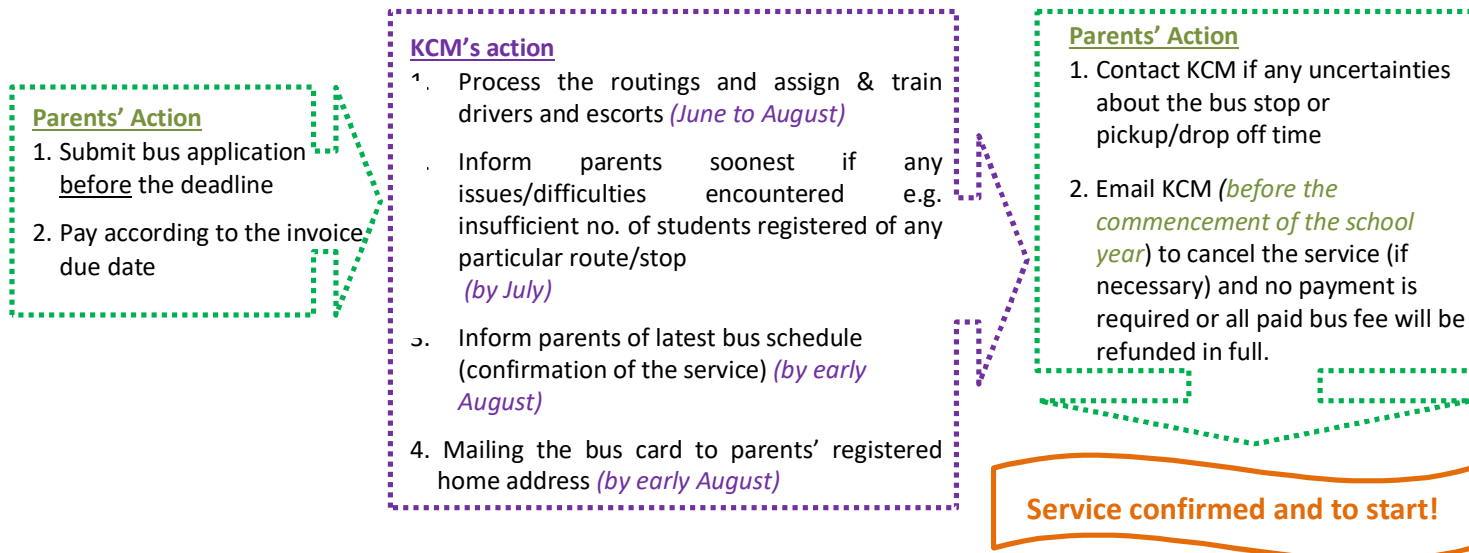
1. Date of Violation
2. Time of Violation
3. Student guilty of violation
4. Details of violation
5. Details of other person(s) directly affected by violation (if applicable)



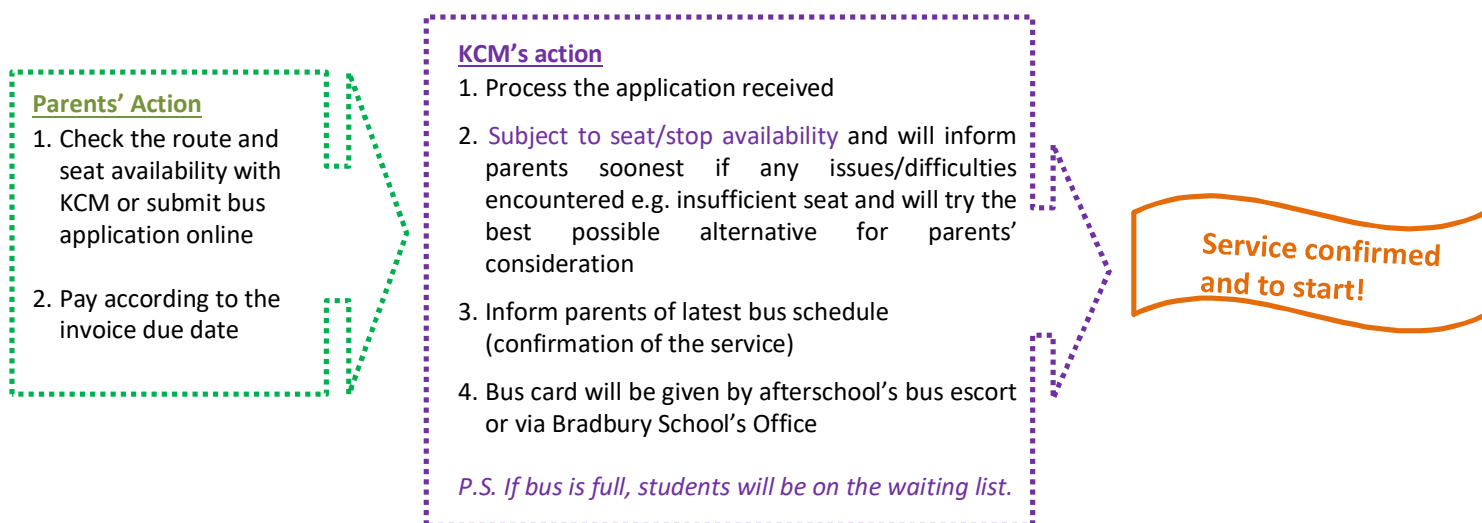
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Application timeline & steps and procedure throughout the school year:

1. BEFORE the application deadline and commencement of the school year



2. AFTER the application deadline and throughout the school year



3. How to submit the bus application online

Steps to submit online bus application

For new user (for family never use Kwoon Chung' service before): <https://bit.ly/3M0Q1GF>

For existing user (for family use Kwoon Chung' service in the past): <https://bit.ly/3LWHL2>

Please note:

1. Each family will use ONE/SAME login account
2. Same login will be used for every family members, even if student promoted to other KCM's serving school or siblings are in different schools via the specific school's bus website.