



ISLAND SCHOOL BUS INFORMATION [2023/2024] Borrett Road Campus

Last update: 14/06/2023

KWOON CHUNG MOTORS CO. LTD. of 3rd Floor, No. 8 Chong Fu Road, Chai Wan, Hong Kong will provide a school bus service for the **Island School** students on a contract basis for 2023–2024 school year.

BUS SERVICE

The school bus routes are timed to fit the school schedule. Pick up time will be finalized at the opening of the school year.

INSURANCE

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

PAYMENT

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.

Year	Installment	Period	Payment to be made
7-13	1 st installment	From mid-Aug 2023 to Jan 2024 (5.5 months)	In Jun/Jul
7-12	2 nd installment	From Feb to Jun 2024 (5 months)	In Nov/Dec
13		From Feb to May 2024 (4 months)	

* A bus card will be issued for students who enrolled for the service. Any replacement of bus card will be incurred HK\$60/per card.

IMPORTANT NOTE

- Once 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 term has been started for new joiner is possible, subject to seat/stop availability. Bus fees are paid for full month from 1st of each calendar month and **no** pro-rata fee on day/week/half month fee will be applicable, except for mid-August.
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/stop availability and the settlement of the period (month(s)) of the service being cancelled/refunded. Bus fees will be calculated on a monthly pro-rata basis, including the month of cancelled/refunded service till the remaining term(s)/month(s) of the school year, from 1st of each calendar month.
e.g. The service was cancelled/refunded from 1st of Dec, but would like to re-join the service from 1st of Feb, the bus fee will be calculated from 1st Dec, with the remaining months of the term/whole 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);
 - any day(s) with Red/Black Rainstorm or Typhoon no. 3/8 is hoisted;
 - no school for students according to school policy or HKSAR EDB announcement on school closure with a complete month from 1st of the calendar month;
 - any selective month(s) of the service throughout the academic year, unless complete cancellation of the service.

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/island>) –“**Notify Kwoon Chung**” after login and/or email to island@kcm.com.hk.

For cancellation **after** the commencement of the school year in August, parents are required to inform the bus company via Kwoon Chung online registration webpage (<https://school.kcm.com.hk/island>) –“**Notify Kwoon Chung**” after login and/or email to island@kcm.com.hk with **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.



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SEAT BELT

For safety purposes, children are required to put on a seat belt when they are riding on the bus. We would be grateful if parents would remind their children regularly about the importance of wearing a seat belt.

SMS SYSTEM

For efficient and prompt communication, a SMS will be sent to parents if the bus will be delay for more than 15mins or any emergency information. It will be one-way communication, any comments/suggestion, parents please call or fax or email or post to the company.

INSTANT BUS LOCATION

To provide quality service, instant bus location will provide both parents and Island School Office of the student boarding records with the current/last information of the student SWIPE-IN and SWIPE OUT with the current/last boarding and alighting time, pick up and drop off location with a map for journey to school or home. Instant bus location is available after login to <https://school.kcm.com.hk/island> on the left menu or a mobile app after the commencement of the school year. More details on the mobile app will be provided in the confirmation of the route.

SAFETY RULES FOR ALL BUS RIDERS

1. Students are to board buses immediately after school and remain on the bus.
2. Students MUST swipe-in and swipe-out the bus card on the reader installed on the bus at each journey to school or home, for daily bus attendance record and verification of payment validity.
2. Students must remain seated at all times. Standing or sitting on the floor is strictly prohibited.
3. Arms, legs, heads, etc. must remain well inside the bus at all times.
4. No objects of any kind are allowed to be thrown in the bus or out of the windows.
5. Students are to be courteous to drivers and fellow students.
6. No smoking is allowed on the bus.
7. No food or drinks are allowed on the bus.
8. Upon reaching their destinations, students are to remain seated until the bus comes to a complete stop.
9. The following behavior(s) will not be tolerated:-
 - a) use of bad languages or obscene gestures
 - b) fighting or bullying
10. Kwoon Chung reserves the right to allocate a specific seat to students.
11. After getting off the bus, students are to wait for the bus to leave before crossing the street to allow a full view of on-coming traffic.
13. No interfering with the bus driver or any bus equipment is allowed.
14. The bus company will keep the school administration informed of any serious bus disciplinary issues and accidents with the involvement of School Principal/Vice Principle.

ENFORCEMENT OF BUS RULES

1. When, in the opinion of the bus driver or on-site driver's head, a rule has been broken, the matter must be referred to the Bus Company and parent will be contacted.
2. The general guidelines for matters referred to the Bus authorities are:
 - a) On the first offence, students will receive a warning and the parents will be notified.
 - b) The second offence will result in a suspension of bus privileges for FIVE school days.
 - c) Repeated offence will result in a suspension of bus privileges at the discretion of the bus company without any refund of the school bus fees.
3. For Major Offences (smoking; fighting; vandalism; etc.) students will be suspended from bus use without warning (FIVE days minimum) and parents contacted. No refund will be available under this circumstance.
4. Students are responsible for any damage incurred while using the school bus. In the event of damage occurring and culprits not identifying themselves, all students riding that bus will contribute to the cost of repairs.



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Other notes for users of Island School bus service:-

1. All bus cards are issued on a first come, first served basis. There is no provision for one-way journeys.
2. Should parent decide to stop using the bus, the unused portion of the bus fee will be refunded in exchange for the bus card.
3. **Cancellation/Refund** is on monthly pro-rata basis, with 1 month's advance written notice required. For refund processing, please provide the name of the student, termination date, plus the exact bank account name and number. The bus card **MUST BE** returned the next school day after the termination date.
4. If payments are dishonored for any reason, the bus card will be invalid and the student may not travel on the bus until payment is made.
5. Students should be at the designated pick-up point **5 minutes before the scheduled time in the morning** due to density and fluctuations in traffic flow. The bus driver cannot wait for anyone who is late.
6. If the bus fails to arrive, please call hotline on 3198 9378 to trace its location and obtain instructions on how to proceed. If the bus company is unable to provide a replacement bus, we will advise the student to take a taxi. Students are expected to group together to share taxis. They must obtain a taxi receipt and submit it to School office, who will liaise with the bus company regarding any refund. In the event that students are late to school due to bus delays, Kwoon Chung will inform parents via SMS and Island School, and the concerned students will not have a late record
7. If a bus pass is lost parents must send an e-mail notifying the bus company. A new card will be issued on payment of HK\$60 and a passport sized photograph. Until a replacement card has been issued, the student may not use the bus.
8. It may be necessary to combine some routes, create new routes or adjust pickup times after the school year has started depending on demand. Students will be notified as soon as possible of any changes to the bus schedule.

The Following Bus Rules Must be observed:

1. Students may not use the bus until they have received a bus card. **Students without a bus card will NOT be permitted to board.**
2. Students may not take friends on the school bus without prior notification from parents to the School and written permission from the School Office/Kwoon Chung. If the bus is full with students with designated card holders for that particular route on the day, the friend must be prepared to find alternative transport even if permission has been given. If there are more than the legal number of students on board, insurance would be invalid in the case of an accident and/or injury.
3. Students are asked to ensure their schoolbags and sports equipment do not occupy an empty seat or block the aisles.
4. Students who misbehave on the bus in any way may have their passes withdrawn without refund. Parents will be held responsible for any damage to a school bus caused by their child (or the children on the school bus, collectively, if the individual culprit cannot be identified).

IMPORTANT NOTE: If there is heavy rain or the likelihood of Hong Kong being affected by a typhoon (usually after #3 signal has been hoisted) please check the HK Observatory prior to sending your child to school. Announcements regarding school closures due to inclement weather are normally broadcast from approximately 5a.m.onwards on all local radio and TV channels. All correspondence, queries and complaints could be addressed to: Kwoon Chung's Office, island@kcm.com.hk

By submitting the bus application online means parents will:-

1. accept that if the registered child(ren) is/are found travelling without a bus card, the child(ren) will not be permitted to board.
2. accept that if the registered child(ren) broke the "safety rules" listed above or behave(s) badly, in the opinion of the bus driver, on the bus, the bus card may be withdrawn without refund.
3. accept responsibility for any damage to the bus(es) caused the registered child(ren) and share of collective damage caused by Island School students where the actual culprit cannot be identified.



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FAQ for Bus Users

Q1: What happens if the bus arrives earlier than the designated time and the registered child is not there yet?

Due to the unpredictability of traffic, bus users are expected to be at the designated pick-up point **at least 5 minutes** prior to the specified time. If the bus fails to arrive, contact Kwoon Chung Motors on **3193 9378** for further instructions.

Q2: There is no bus service to my area, how does my child travel to school?

Students without ideal bus stops, or who live outside the proposed bus schedule, usually use public transport to Central Pier/GPO/Admiralty with bus #39/39A/39B for Kowloon / New Territories students.

Q3: Why are there no bus escort/mother?

Island School is a secondary school and the students should be sufficiently mature to conduct themselves in an appropriate manner while travelling to and from school. Bus mothers would significantly increase the bus fees.

Q4: What happens if a bus breaks down with students on board?

Parents will be contacted by SMS and a replacement bus will be arranged to complete the journey.

Q5: What happens if my child loses his/her bus card?

Kwoon Chung will issue a new bus card. A replacement fee of \$60 is charged.

Q6: Can I get a refund if my child stops using the bus during the year?

Yes, one month's notice in writing is required (except before the start of the school) and details of the exact bank account name and number so a refund can be arranged. Please see the Notes on page 1.

Q7: What happens if our home address changes during the year and my child needs to use a different bus route?

Please email to island@kcm.com.hk with the request for change of bus service. If the new bus route has available space, then your child will need to return the old bus card after a new card can be issued. The new bus card will only be issued once the difference in bus fees (if any) has been paid.

Q8: What happens if my child leaves something on the school bus?

All property found on school buses is automatically returned to the school General Office within a few days. Please contact the school on **2524 7135** or Kwoon Chung Motors on **3193 9378**.