Kwoon Chung Motors Co. Ltd.

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Service Pledge

	Service Item	Service Standard
Registration	Applications submitted before the application deadline	- 100% guarantee on the seat availability and service with the listed bus stop in the proposed schedule
	Applications submitted after the application deadline	- Proceed within 5-14 working days upon application received
Route design for Pokfulam	Maximum length of the journey [1,2] for HK Island / Kowloon (listed stops)	- 60-minute
Route design for Peak Campus	Maximum length of the journey 1,2 for HK Island / Kowloon *[West Kowloon (Kowloon Station to Nam Cheong Station) / Hung Hom / Whampoa / Jordan / Homantin / Southern of Prince Edward Road West]*	- 60-minute
	Maximum length of the journey [1,2] for Kowloon *[Mei Foo / Cheung Shan Wan / Kwai Chung / Kowloon City / Kowloon Tong / Kai Tak / Northern of Prince Edward Road West.]* if less than 15 students for a route	- 85-minute
Confirmation of the route/service	Applications / Changes of service or address submitted before the application deadline	- One week before the commence of the school year
	Applications / Changes of service or address submitted after the application deadline, with 5-14 working days	- Three days before the commence of the service
Urgent / Emergency in relations to immediate safety of the student	- Designated mobile no. / hotline: - for **Pokfulam: 52179366 / 31939398 (and WhatsApp Bus Parent Group)** - for **Peak Campus: 69776337 / 31939398**	**- Instant handling - *within a school day***
Enquiries / Feedback	- via Phone Call, Email, 'Notify Kwoon Chung' in web or mobile app	- 1-2 working days with initial reply - 3-5 working days with partial/full details
Operation	Bus delay with more than 15mins	- SMS will be sent to inform parents/guardians and GSIS
	Bus broke down	- Replacement bus will be deployed in 30-45mins - SMS will be sent to inform parents/guardians and GSIS
	Bus Incident/Accident	- SMS will be sent to inform parents/guardians and GSIS within 15-20mins - Phone call will be made to the parent of injured student within 15-20mins (if any) - Replacement bus will be deployed in 30-45mins - KCM staff will be sent to the scene or hospital in case of injuries require ambulance - Incident report will be sent within 24-hour of the incident
Cancellation	- Cancellation before the commence of the school year with advance written notice - HKSAR government or EDB announces face-to-face class suspension before the commence of the school year	- 100% refund gurantee
Refund	- Fees deposited to parents' bank account	- 4-8 weeks upon the service ended

Notes:

[1] *Journey time counts from the 'actual' departure time till the 'actual' arrive time at school/stop, and to be measured if the journey could be achieved 'most' of the school days throughtout the school year e.g. students' dismissal at 1315pm and buses departure at 1330pm, journey time should count from 1330.*

[2] *Time could be varies at the commence of the school year in Aug/Sep (with the opening of local school), and the start of the AA/ECA at each term with new schedules - additional time may require for drivers and escorts to familiar with their st and the actual road traffic conditions*