

Frequently Asked Questions

Q1: How are the bus fares calculated?

A: The fares are for bus services during normal schooling hours. They are calculated based on the driving distance from school to home. The number of students for that particular routing or area is taking into consideration; especially for areas that are more than 5km away from the school. If necessary, additional charges may be imposed by the bus operator and parents shall be notify 2 weeks prior school reopen.

Q2: Do I have to pay the bus transport fees for school holidays?

A: Yes. The Singapore School Bus Association rule requires the payment for 12-month period. Bus fare for June will be paid with January; December with July; and November with September.

Q3: How do I make the payment?

A: Parents are advised to submit cheque/cash upon receiving the bus card during the first week of the month. The payment must be presented to the bus attendant/driver along with the bus card within 3 working days. All cheques must be made payable to SKY ISLAND TRANSPORT & TRADING.

Q4: How long is the advance notice required if we decide to terminate the service?

A: 1 month advance notice. Parents can choose to email/sms/call to inform the bus operator on the matter.

Q5: My child decides to terminate the bus service after 3months. Am I entitled to any refunds on June payment?

A: Payment for June & December is not a deposit and hence no refund shall be made. However, we will determine on a case-by-case basis. The bus operator will advise the parents individually.

Q6: Will the bus service provider call us to inform us on the pick-up time & waiting point when school reopens?

A: All parents shall receive information containing the vehicle no. , pick up & drop off location and its approximate time of arrival. Bus driver details shall be given to parents if necessary. Information shall be disseminated via email / sms / phone call.

Q7: How long will the buses wait at the pickup point in the morning?

A: All students/parents are to be present at the pickup point 5 – 10 mins prior to the arranged time. The bus will depart promptly or a minute or so after the designated time to avoid unnecessary delays.

Q8: Will there be a bus attendant present?

A: Buses that are above 30-seater will be arranged with a bus attendant.

Q9: Where is the pick-up point and drop-off point for HDB estate / condominium?

A: There will be a common location for students staying within the vicinity of the same HDB estate. For students residing at condominium, the pickup point will be the guardhouse or main entrance before the barrier.

Q10. Can I arrange a different pickup and drop off location for my child?

A: Yes, on a case-by-case basis. Additional charges will be applied on top of the monthly bus fare.