

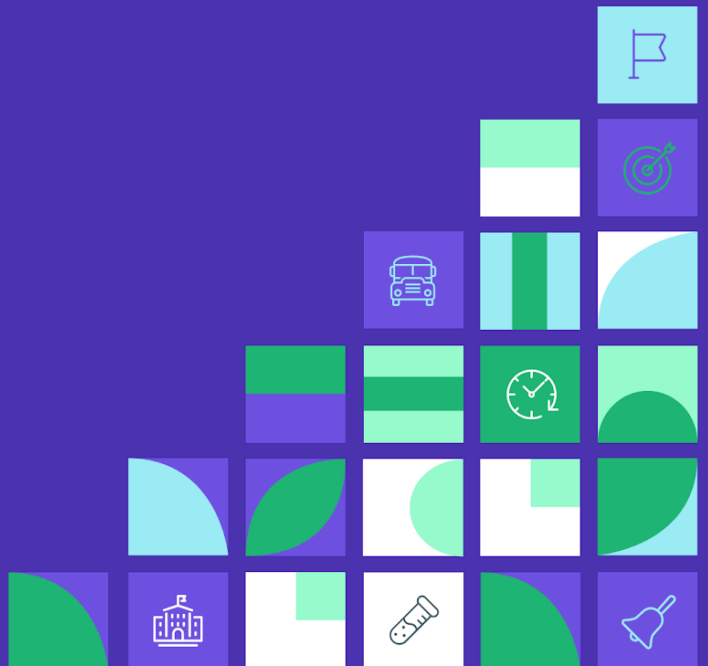


KAYE Transport Service Pte. Ltd.

Australian International School

School Bus Service

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1. Who is KAYE?

Transporting since 1977, KAYE Transport Service Pte Ltd (KAYE), a rebrand of Ling Wei Transport Service Pte Ltd and sister company to Mei Hwa Lee Transport Service, is a prominent, reliable, professional, and forward-looking transportation company.

Sustaining operational and service excellence has been a key focus and track record of KAYE - and as such, in addition to dedication, a strong eco-system within KAYE has been built over the years to meet the needs of the business in order to deliver beyond expectations and take it forward - these include the in-house vehicle maintenance capabilities to support its fleet of vehicles, the adoption of digital solutions, and now have also moved into developing proprietary digital solutions.

Today we own and operate a fleet of over 50 buses ranging from 10 – 45 seaters. This fleet is supported by our highly dedicated drivers and operational team who manages the day to day operations, fulfilling our clients' expectations.

In order to support our diverse transport operations, we also manage a holistic in-house engineering workshop service to maintain our bus fleet to the highest possible standards in terms of safety and compliance.

2. How can I apply for Bus Service and how long is the waiting time?

You can apply for the Bus Service via <http://ais.kayept.com>.

Do allow processing time for bus allocation to take up to 2 weeks. Once application is processed, the Transport Office will contact you and provide you with the required bus information and date of commencement.

It is in KAYE's interest to enrol your child(ren) onto the bus system as soon as we can, however, this may not always be possible given the high rate of changes in ridership throughout the year. Some bus routes may take a little longer than others to reshuffle and reroute to cater to everyone's needs. Nevertheless, we are committed to ensure all students get assigned within a **2-week** timeline, from time of application. This will include the request to change residential addresses as well.

Registrations for School Year 2025 that are received after **1 December 2024** bus service will either commence on **3 February 2025** or **TWO-WEEKS after date of registration**, whichever later.

3. What are your areas of coverage for bus service?

KAYE covers residential addresses island-wide. Calculation of distance is based on Google Map and on a straight-line radii formula.

4. What are your regular school bus fares?

Academic Year 2025				
Area	Dist > (km)	Dist ≤ (km)	Return	One-Way
1	0	2	\$800	\$600
2	2	4	\$950	\$713
3	4	6	\$1,075	\$807
4	6	8	\$1,175	\$882
5	8	10	\$1,250	\$938
6	10	12	\$1,300	\$975
7	12	14	\$1,350	\$1,013
8	14	16	\$1,450	\$1,088
9	16	30	\$1,625	\$1,219

- i. Parents and guardians requiring bus service must register **by 1 December 2024, 5PM** for service to commence on the first day of school
- ii. For registrations after **1 December 2024, 5PM**, bus service will either commence on 3 February 2025 or TWO-WEEKS after date of registration, whichever later.
- iii. Bus fares quoted are subject to prevailing Goods & Services Tax (GST).
- iv. Bus fares quoted are determined based on straight-line distances between the School and the bus riders' pick-up/drop-off points.
- v. Bus fares quoted are per Term, payable 4 times a school year.
- vi. Invoices must be paid within 14 days of issuance to prevent disruption to bus service.

- vii. Bus fares are not applicable for pro-ration should students not take the bus for any reason (ECA, medical leave, holiday leave, etc.).
- viii. For Areas 8 and above, travelling time might be slightly longer, with prior notification given to parents and guardians.

5. Changes, Terminations, and Refunds

All changes in service and termination requests must be notified in writing to KAYE with at least 2 weeks notice - which, for terminations, is the minimum period that KAYE shall charge for upon notification. All resulting additional charges or refunds shall be prorated based on contact days.

6. What will the travelling time be for my child(ren)?

All bus routes will be planned such that it is capped at a maximum travelling time of no more than **45 minutes**.

This is however not possible for certain out-of-range residential areas. In the event of an out of range address, the travelling may vary. However, all deviations from the agreed upon time frame will be discussed and agreed upon with the school prior to commencement of bus routes.

7. What if the bus is late or does not arrive?

Due to unpredictable traffic conditions, weather, or various other reasons, incidents and delays are bound to occur occasionally. We are constantly monitoring all buses and would send a push-notification via our mobile app to inform you if we deem that the bus is unable to pick your child(ren) up, therefore instructing you to “SELF-ARRANGE”. You will also see “SELF-ARRANGE” right next to your child’s bus number on your app.

Upon notification to “SELF-ARRANGE”, you may proceed to self-arrange a regular, non-premium taxi from a registered taxi company or use Standard/Economy Services from an app-based/ride-hailing operator such as, but not limited to, Grab, TADA, GOJEK, CDG Zig, or any other similar services. Reimbursements of one way fare can be obtained from the Transport Office by submitting proof of payment within 4 weeks. (If there is no proof of payment, KAYE will estimate the amount to be claimed based on web-based services such as StreetDirectory.com).



8. What time do the buses arrive in school in the mornings?

Buses will be routed such that they arrive in school from 7:45AM onwards.

9. Am I going to expect a change of Bus, Driver and Attendant?

Buses, drivers and attendants do change from time to time. This is mainly due to the high rate of changes in ridership. *Families moving house, students joining the school*; these are just some of the reasons that will impact the overall routing plan. Therefore, buses may be reshuffled in order to cater for these new requests. We appreciate your understanding that changes are inevitable, however, KAYE is committed to abide by the stipulated time frames and guidelines for all buses deployed and bus routes planned.

10. We love our current Bus Driver and Attendant, can we have them back?

As mentioned in Point 9, changes do occur from time to time, we may not necessarily engage the same driver and attendant to service the specific routes. Nevertheless, KAYE prides itself on ensuring a consistent service delivery throughout the entire fleet that is deployed.

11. Will my child(ren) be the last to be picked up and first to be dropped off?

As much as we would like to have every student be picked up last and dropped off first, it is not logistically possible as bus transportation is a shared service that needs to be managed with the varied interest of the whole community in mind.

Nevertheless, KAYE is committed to adhere to the stipulated guideline as mentioned in Point 6.

12. Can I request for the bus to pick me up at my block?

As a general rule of thumb, all pick-ups and drop offs will be at a centralised point designated by our Route Planners. Please be assured that we will look to propose and suggest a suitable pick up point that is safe for both students and bus drivers.

If you reside in a condominium, the pickup will be at the centralised lobby or drop off point whenever possible. If the bus is not able to safely enter the property, pick up and drop off will be performed along the main road, outside the guardhouse of the condominium.

13. Should I expect pick ups and drop offs at my private property's front door?

As much as possible, pick ups and drop offs will be performed at your front door/gate, however this may not necessarily be possible for all roads in Singapore. In the event of a cul-de-sac or narrow lane, pick up and drop off will need to be performed at the nearest and safest road junction, which may entail a short walk from your property.

14. Is there someone on board the bus to manage my child(ren)?

Each deployed bus will come with a bus driver and bus attendant. The bus attendant is in charge of managing the students while on board. Should there be any incidents, the bus attendant will be the immediate responder and inform the Transport Office immediately.

15. Can my young, little child ride the bus?

Yes, but do note that for students under the height of 1.35m and **travelling on small buses**, LTA guideline stipulates that the student must be belted up with an appropriate Child Safety Restraint (CSR) while the vehicle is in motion.

For more information on purchasing an approved CSR, please [read here](#).

16. Is there anyone I can speak to if I have any feedback on the bus service?

Our contact and location details:

Room 327, Level 3, Lower Elementary School Building - *temporary*

Gate 3, 1 Lorong Chuan, Singapore 556818

Phone: +65 88-247-878 (+65 88-AIS-TPT) - *temporary*

E-mail: transport@ais.com.sg

Our operating hours are 7:00AM to 5:00PM during school days.

Our chatbot, accessible via your parent mobile app or web portal) is also available 24/7 to answer most general enquiries and is also capable of notifying our team of any of your enquiries that is unanswered - to which we will strive to respond as soon as possible, by the next working day!

17. KAYE School Bus App / Parent Portal (Web & Mobile)

Our KAYE School Bus App and Parent Portal provide parents with easy access to all bus-related information and services. Designed to offer convenience and transparency, the portal is accessible both on the web and through mobile apps, allowing you to manage your child's school bus needs anytime, anywhere.

To download KAYE School Bus, simply visit <http://ais.kayept.com> or search for "KAYE School Bus" on your app store!

Key features include:

Bus Schedule and Notifications: View bus schedules, delays, or changes to your child's route.

Manage Registrations and Attendance: Register your child for bus services and/or manage your subscription. Also update if your child is going to be absent from the bus.

KAI (Kaye AI) Chatbot: Ask KAI anything you want to know regarding the bus service! If there are any enquiries that KAI cannot handle, we will be notified and we will get back to you as soon as possible!

Billing and Payments: View invoices and pay for bus services securely.

We are committed to making your experience with the school bus service as seamless and worry-free as possible, and the KAYE School Bus App / Parent Portal is here to assist you every step of the way.