



School Bus Service Guidelines 2023/24

Wellington College Bangkok acknowledges that the safety of the students using our bus service is a primary responsibility. Parents must have complete confidence in the care and professionalism of our 'home to school' and 'school to home' service. The School has, therefore, hired Montri Transportation Co., Ltd. whose reputation for safely transporting international school students is well-established. Each bus journey is supervised by an experienced and fully-trained Bus Monitor.

The School is able to provide the following services:

- Daily round trip to/from home.
- Daily single trip to/from home.

Morning pick-up time depends upon each student's address. The afternoon bus will leave from School after full school day at 4:00 pm.

RESTRICTIONS

The maximum number of students per bus is 12, and no student will be seated in the front seat.

Whilst the School aims to provide a comprehensive bus service, we may not be able to cover certain locations due either to insufficient demand or the time/distance involved.

The School also reserves the right not to operate routes which:

- Have fewer than **two students** per bus, or
- Are beyond the time travel limit set by the School for the welfare of the passengers.

For students in the Pre-Nursery and Nursery, we may also deny use of the School Bus Service if, in the opinion of the class teacher, the boy/girl is not yet ready to travel independently.

AREAS TO BE COVERED & FEES

The School will finalise the routes for the Academic year September 2023/24 once we have received specific requests from parents.

Zone	Service Area	Michaelmas Term		Lent Term		Summer Term	
		Round	Single	Round	Single	Round	Single
1	Krungthep Kreetha Road, Chalermprakiat Rama 9, Pattanakarn Road, Onnut Road (Soi 55-65, 74-82)	43,683	21,842	34,364	17,182	26,793	13,396
2	Wattana District	47,715	23,857	37,536	18,768	29,265	14,632
3	Rangsit-Nakornnayok Klong 5-7	54,694	27,347	43,026	21,513	33,546	16,773



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- Parents will be invoiced at the beginning of each term.
- Whilst every effort will be made to cancel/change the service request by parents, the School reserves the right to charge the full amount as per the original request.
- We will only offer transport on a full week basis.

The Process

1. At least 2 weeks prior to the start of term, the parent should:
 - Complete the School Bus Requisition Form and send to Khun Ning, Operations Manager.
 - Email: p.khlongchant@wellingtoncollege.ac.th
2. The Operations Department will respond by providing the information (availability, pick-up/drop-off timings, cost, the guidelines etc.) for the parent to consider.
3. The Parent confirms use of the School Bus Service on the term outlined.

Withdrawing

A minimum of one term's notice is required in order to withdraw from the School Bus Service. Parents who fail to give such notice will be charged up to the end of the next full term. In order to withdraw, simply email the Operations Department at p.khlongchant@wellingtoncollege.ac.th

Request for change

Any requests for changes to the morning or afternoon arrangements must be made either in writing by the parent via email, or by 'phone' by the parent (and confirmed in an email from the parent) or by the parent in person at the Receptionist Desk. Any changes to the afternoon service must be made by 12.00 PM (noon) on the day of the change.

Parent Responsibilities

Prompt communication is the main thing a parent can do to ensure trouble-free use of the School Bus Service.

- Changes to morning run: Operations Department should be informed in person or by phone or email at least one working day ahead of the day of change.
- Changes to afternoon run: Operations Department should be informed in person or by phone or email before 12:00 PM (noon) on the day of the requested change.



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The Operations Department will confirm any changes by email to the parent who has notified the School of the change. The parent should check that this email accurately reflects their request and should contact the Operation Department immediately if there has been any misunderstanding.

Parents must:

- Ensure that students are at the pick-up point at the designated time. Please note that a bus will wait only 5 minutes after the designated time before moving onto the next pick-up point.
- Inform the Operations Department if for any reason your child will not be using the bus or if there are any changes to their daily travel arrangements, as outlined above.
- When determining a request for change of drop-off or pick-up location, the Operations Department has the right to refuse a request if
 - The destination is not within the transport area of service;
 - There is no seat available on the bus; or
 - The destination is not considered appropriate for whatever reason.
- Ensure students are aware of appropriate behavior on the bus and the consequences of misbehaviour while on the bus.
- Make students aware that they must always wear a seatbelt.
- Ensure an adult is present to greet students on arrival at home. Parents are responsible for their children up to the time that the Bus Monitor helps them onto the bus in the morning and from the time that the Bus Monitor releases them at home in the afternoon.
- Provide the information of student's medical conditions(s) to school / school bus.

Student behavior

Whilst using the school bus service, student will be expected to abide by the following "School Bus Rules":

- Be on time for morning and afternoon pick-up.
- Wear properly adjusted seat belts at all time.
- Talk quietly and politely to one another. Do not shout, make loud noises or use bad language.
- Treat other with respect. Show respect to and listen carefully to the Bus Driver and Bus Monitor.
- Keep the bus clean.
- Only leave the bus at your designated stop.
- Do not move anything on the bus or open the windows.

The Bus Monitor will feedback to School regarding any behavioural issues. If a student's behaviour on the bus gives cause for concern, we reserve the right to terminate that student's use of service;



and to ask parents to make alternative transport arrangements. Academic staff will investigate any disciplinary concerns reported by Bus Monitors, other staff, parents or teachers.

In order to run an effective service and show due considerations to others, these simple rules have been developed for all bus users. If a bus is damaged as a result of student’s misbehaviour, then the parents of the student will be expected to pay for any damage incurred.

SCHOOL BUS CONTACT INFORMATION

Parent should contact the Operations Department during office hours if they have any questions or wish to make any change.

Operations Department (Mon – Fri from 7:30 – 16:00)

Khun Ya (Receptionist)

Khun Ning (Operations Manager)

Telephone: 02 – 087 – 8888 ext. 0

Telephone: 02 – 087 – 8888 ext. 1309

Email: s.takaenkham@wellingtoncollege.ac.th

Email: p.khlongchant@wellingtoncollege.ac.th

Parents should contact Montri directly if:

- They wish to raise an urgent matter (from 6:00 – 8:00, or from 18:00 – 19:00)
- They wish to know the location of the school bus on which their child is travelling.

Montri Transport Call Centre (Mon – Fri from 08:00 – 18:00)

Telephone: 02-906-0160 Ext. 302, 304

Email: cscenter@montri.co.th

** Operations Department must be noticed of any change.

In signing this release, I acknowledge and represent that I have read the School Bus Service guidelines, understand and sign it voluntary as my own free act and deed and I execute this release for full, adequate and complete consideration fully intending to be bound by same.

Signature

Date



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School Bus Service Application Form

I would like to request School Bus Transportation Services with Bus Monitor for my Child(ren) who is (are) attending at Wellington College International School Bangkok as listed below: (Please fill in the blanks and choose ✓ in the boxes.)

Please return a completed form to Khun Ning, Operations Manager at p.khlongchant@wellingtoncollege.ac.th

Student information & Contact information

No.	Student Name	Nickname	Year	Record No. (Staff only)
1.				
	Medical Record: <input type="checkbox"/> Healthy <input type="checkbox"/> Medical Illness (Please specify)			
2.				
	Medical Record: <input type="checkbox"/> Healthy <input type="checkbox"/> Medical Illness (Please specify)			
3.				
	Medical Record: <input type="checkbox"/> Healthy <input type="checkbox"/> Medical Illness (Please specify)			

Starting date:

Pick-up at: Apartment Name:

House/Apartment No.: Floor: Room: Soi:

Road: Sub District:

District: Province: Zip Code:

Tel:



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Parent/Guardian (Full name):

Company Name: **No.:** **Building:**

Floor: **Soi:** **Road:**

Sub District: **District:**

Province: **Zip Code:** **Tel:**

Email Address:

Billing name: Parent Company

Billing Address: Home Company

Finance (Office Use)

School Bus Rate:

Total to be billed:

Operations (Office Use)

Route agreed:

Start Date:

Please kindly draw a map of your house. The Bus Monitor will check the route and get back to you as soon as possible:

Signature

Date



TERMS & CONDITIONS

1. TYPE OF TRANSPORT SERVICES: Door to Door Bus Transport (With Bus Monitor) Air-conditioned Van (13 students/van) with Seat Belts / GPS / CCTV / Mobile phone and etc. MONTRI reserves the right not to arrange the transportation, if the parents do not make a confirmation by making a payment within due date before riding the School Bus.
2. Transportation will begin on the date indicated above and will continue until A NOTICE OF CANCELLATION IN WRITING has been submitted directly to Wellington College International School Bangkok 7 days in advance.

SAFE AND RELIABLE



ALCOHOL CHECK

Each Driver must pass a daily alcohol safety check by using 'Alcohol Electronic Detector' before being released for duty.



MAINTENANCE

All 'MONTRI' school buses meet Thai safety standards and undergo an extensive maintenance inspection. Before any school bus leaves 'MONTRI', each Driver is required to do a visual safety inspection of his bus and report any deficiencies. 'MONTRI' has its own garage and Maintenance Department for prompt service.



TRAINING PROGRAMMES

Focusing on safety, punctuality and a commitment to prompt courteous service, some of our ongoing training programmes include:

- Daily staff meetings conducted by Chief Supervisors and Supervisors to respond promptly to concerns and problems that have arisen and to gain total customer satisfaction.