

BUS POLICY AND COMMITMENT TO USING BUS SERVICE OF VINSCHOOL KINDERGARTEN

To ensure safe pick-up/drop-off and build self-discipline and independence among students, Vinschool Kindergarten would like to inform parents and students of the bus policy as follows:

I - FOR STUDENTS

1. Show the bus pass when getting on and off the bus.
2. Get on/off the bus and be seated under the instructions of the bus supervisor.
3. Wear seat belts at all times.
4. Follow the instructions of the bus supervisor.
5. Older students support younger ones. Extend greetings when getting on and off the bus.
6. Always keep bus interior carefully.
7. Be quiet. Keep the bus clean and follow the bus rules.
8. Be present at the pick-up point before the bus arrives and departs.
9. Students who refuse to show their bus pass, wear seat belts or follow the instructions of the bus supervisor, or have a bad attitude will receive a warning and may not be allowed to take the bus anymore without getting a refund.

II - FOR PARENTS

1. To develop a good habit for students, parents are requested to get them ready before pick-up/drop-off times. **The bus will wait no more than 02 minutes**, but parents should take students to the pick-up point on time in order not to affect the bus schedule and other students waiting at the next pick-up points. In case of late arrival, parents need to take the students to school/home by themselves or contact the bus supervisor to pick up/drop off the students at the next stop.
2. The bus may pick up/drop off students at the entrance of a lane or on the other side of the road in case of unfavorable traffic to minimize their travel time.
3. Parents are to ensure that students have the **bus pass** when handing them over to and receiving them from the bus supervisor.
4. Parents hand students over to and receive them from the bus supervisor at the bus door (not in the bus). When receiving students from the bus supervisor, parents have to present their **pick-up/drop-off card**.
5. Possible situations at pick-up/drop-off points:
 - The bus arrives earlier than the scheduled time: It will wait until the pick-up/drop-off time.

- The bus arrives later than the scheduled time (due to objective reasons): Please wait. The bus supervisor will notify parents if the bus is more than 05 minutes late.
 - The bus finishes its route but parents are yet to arrive: The bus supervisor will take the remaining students back to school by their own vehicle or by taxi and notify parents. Any incurred commuting and out of school hour care (OSHC) costs are to be paid by parents.
6. Parents are recommended to use the School’s bus app to notify the bus supervisor of students’ absence from school. In special cases, parents may call the bus supervisor to notify them of the students’ unexpected leave or resumed use of bus service.
 7. Parents may not request the bus driver/supervisor to drop students off at a point different from the registered one.
 8. The bus supervisor reserves the right not to allow those who are neither parents nor registered guardians of students to pick them up at the drop-off points if there is no prior notice and/or failure to present the pick-up/drop-off card.
 9. Parents are requested to register with Vinschool Customer Care Department and the bus supervisor if their phone number changes.
 10. To continue registering the bus service for students in the new school year, parents need to ***complete the registration and payment before May 31***. Late registrations will be considered ***in the next bus arrangement of the school year***.
 11. Bus arrangements are made at the beginning of each school year and can be adjusted during the school year.
 12. Parents are requested to make full, on-time payments of the bus service according to Vinschool’s Financial Regulations.
 13. Parents who register different pick-up and drop-off points on 02 bus lines are to pay double. The School provides two-way bus service; even if students only use one-way service, the cost of the service still applies in its entirety.
 14. To make or change a registration, kindly perform on the VSC Bus app and stick to the following timeline. The School will keep parents informed of the bus arrangement 03 days before the date of service.

Registration period	Timeline	Date of service
Beginning of the school year	From April 15, 2023 until the end of May 31, 2023	June 15, 2023
During the school year	From 24 th of the preceding month until the end of 8 th of the current month	15 th of the current month
	From 9 th until the end of 23 rd of the current month	1 st of the following month

15. To cancel the bus service, please make the cancellation on the VSC Bus app 15 days in advance.
16. The School reserves the right to refuse the bus service in cases as follows:

- Students decline to study at a nearby Vinschool campus even though the distance and travel time conditions are met or there is a suitable bus line for them.
 - The suitable bus line is full and cannot accept any more students.
 - Students who register for the bus service are small in numbers and their places are scattered.
17. If parents/guardians are late more than 03 times to pick up/drop off students, the School reserves the right to refuse the bus service to those students immediately and will not refund any expenses during the month of service discontinuation.
 18. The school reserves the right to refuse the bus service to any students without refunding if they themselves or their parents fail to comply with this Bus Policy or act against the school regulations.
 19. Parents who register the bus service for students agree to comply with this Bus Policy.

III - FOR THE SCHOOL

1. Ensure that the bus service meets quality and safety standards according to the Law on Road Traffic and that all passengers are covered by insurance.
2. Ensure that all buses have a bus supervisor from Vinschool who manages and takes care of the students.
3. The bus may drop off students at a point opposite to the pick-up point if the road has a concrete divider.
4. The bus may drop off a student at the entrance of the lane where their house is located due to unfavorable access.