



**International School
SAIGON PEARL**
Elementary & Early Years



TRANSPORT HANDBOOK 2022-2023



International School SAIGON PEARL

Elementary & Early Years

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About Our Bus Service

ISSP Bus Service is provided for families of children who attend ISSP for grade EE4 and above and are in the serviced areas.

We operate three buses; two owned by the school and one that is subcontracted.

- We have well-maintained vehicles which are equipped with seat belts and air conditioning
- Experienced drivers and bus attendants
- Optimum efficiency in distance and time through strategic planning
- Vehicles employed in the transportation of students are covered by automobile insurance.
- Students transported on the bus are covered by personal accident insurance



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Current Service Locations

Our current services reach out to the following districts. Should you be interested in a bus service from another area, please contact our Transport Coordinator via transport@issp.edu.vn or 028 2222 7788 ext. 4501

District 1	District 11
District 2	Binh Thanh District
District 4	Thu Duc District
District 7	Tan Binh District
District 10	



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What to Expect

Pick-up and Drop-off

- Pick-up time starts from 6:30 am onwards and buses arrive at school between 7:50 am – 8:00 am.
- Depending on the location and distance away from school, traveling time is generally kept within 90 minutes each way. A longer traveling time can be expected if the child resides further away from the existing catchment area.
- Pick-up and drop-off times are subject to change due to the changes in the enrolment for the transport service. School will notify Parents for any changes 2 days in advance via email or phone call/SMS.
- Punctuality is a prerequisite for all children. When the child is not at the pick-up point at the agreed time, the Bus Monitor will contact the parents using the phone numbers provided on enrollment. In the event the parents are not contactable, the bus will wait for three (3) minutes before departing. The reason for having an expectation for punctuality is due to the knock on effect when the bus is delayed. We are committed to having students arrive at school between 7:50 am - 8:00 am.
- Children will board and alight from the bus at pre-designated points – usually at the main gate of the house or guard house of the condominium or an agreed nearby location.
- As part of the School's safety measures, Early Years 4 up to Grade 2 children must be met by a parent or guardian at the drop-off point. Failing which, the bus monitor will contact the parents via mobile phone. In the event that the parents are not contactable, the child will return to school to await his/her parents.



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**Drop at private house/ Reception of Residential Apartments*

- From EY4 to Grade 2: hand to Parents / Guardian
- From Grade 3 to Grade 5: can go home by themselves, If Parents have given permission. (Parents agreed on the bus form, or Parents will sign a separated form for drop off)

**Drop at center points, or gathering points:*

- EY4 to Grade 5 : hand to Parents / Guardian
- There are two departure times from school: 3:15pm and 4:20pm once the After School Activities (ASA) conclude.
- The 4:20pm bus service will only operate during the ASA season. When ASA's are not happening, the 4:20pm bus service will not operate.

Bad Weather Conditions & Delays

In the event of heavy rain, buses will stop at the nearest sheltered area and wait for the conditions to be safe for driving. This may cause slight delays.

In the event the bus is delayed due to unforeseen circumstances, the Bus Monitor will inform the parents via the phone.

Notification of Transport Changes

If your child requires leave from school, please inform the Bus Monitor at the earliest convenience.

All efforts will be made to inform parents should there be any delay or changes in transport arrangements.

Requests for ad-hoc changes in transport arrangements (E.g. taking another bus, alighting at a non-designated stop) will be considered on a case-by-case basis.



Rules and Regulations

1. Bus service is for children from Early Years 4 to Grade 5 due to safety reasons.
2. Children must remain seated and keep their seat belts fastened throughout the journey.
3. Eating and drinking are not allowed on the bus (except water bottle).
4. Children are expected to be considerate and respectful towards the bus driver, bus monitor and other children. Fighting, bullying, offensive language, or any unruly behavior will be reported to the School and subsequent disciplinary action may be taken. A child with repeated misconduct will be suspended from the use of the bus service.
5. Sharp and potentially hazardous items such as pocket knives and aerosol sprays are prohibited; stationery and toys must be kept in school bags.
6. Reservation of seats is not allowed.
7. Changing of clothes on the bus is not permitted.
8. Pets are not allowed on the bus at any time.
9. School bags should be placed under the seat. Each child is entitled to one seat only.
10. Children will board and alight from the bus at pre-designated points which are safe and convenient.
11. Children are not allowed to alight at non-designated points, other than their homes or travel on any other school buses. Requests made in writing by parents on behalf of their children, will be considered on a case-by-case basis and subject to space availability.



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12. Early Years 4 to Grade 2 children must be met by a parent or guardian. Failing which, the Bus Monitor will contact the parents via mobile phone. If the parents are not contactable, the child will return to the school to await their parents.

13. Children must observe punctuality at all times.

14. Parents must inform the Bus Monitor and Class Teacher regarding any changes in pick up or drop off.

15. Parents and staff are not permitted to ride on the school bus.



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Application

To apply for the bus service, you will need to complete and submit the following:

- (a) Transport Registration Form and Transportation Service Terms

The forms can be obtained from:

- (b) The school website ([BUS REGISTRATION FORM AND TRANSPORT SERVICE TERMS LINK](#)), Admissions Office and Transport Coordinator.
- (c) The Transport Office is located on Level 5, room 503.

Submission can be made via email, or directly to the Transport Office two weeks prior to the commencement of the bus service; transport@issp.edu.vn.

- Late submissions may result in children not starting the bus service on the desired date.
- Priority will be given to children who are traveling two-way. Single trip service is subjected to availability.
- You will be informed of the pick-up and drop-off details 2 days before the first day of school.



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Payment

There are a number of options to support payment.

1. Pay for the whole year
 2. Pay by Semester
 3. Pay by Term
- Each payment can be made by cash or bank transfer before the due date stated on the invoice
 - Cash payments can be made at the Accounting office on Level 1 during our office hours (8:00 am to 4:00pm)
 - For new applicant(s) on the bus service, payment is required within the first week of commencement of service.
 - ISSP does not bear any charges incurred through payment by overseas wire transfer or currency exchange; and reserves the right to impose charges for late payment.
 - For fares which are paid by the company, the invoice will be sent to the company address unless a written notice is given.



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Termination

If you wish to terminate the bus service, please inform us in writing and submit it to the Transport Office at least two weeks before the last day of service.

- No refunds will be made if notice is given in less than two weeks.
- No refunds will be made to child(ren) who is/are suspended by the school from their daily classes or from using the school transport service.
- No refunds will be made if your child(ren) is/are on school camp, ASAP, sickness or vacation.



Frequently Asked Questions

1. *Why is my child who is the first to be picked up, not the first to drop off?*

The pick-up and drop-off positions are dependent on the route travelled. The route to school may differ from the route homewards.

2. *Why do the vehicle and timing change?*

The bus timings are dependent on the composition of families served by each bus. Changes occur when new families are added to the route or when families move to a new address.

3. *Why is my child not the last to be picked up though we stay nearest to the school?*

Although distance is a major factor when planning the route, other considerations such as time, efficiency and road conditions determine the pick-up positions.

4. *Why is the pick-up and drop-off point not at my doorstep?*

Door-to-door service is extended to all locations EXCEPT when maneuvering the bus on a narrow road may compromise timeliness and efficiency.

5. *We are moving to a new address, what do I need to do?*

We require a minimum of two-week notice to facilitate a change. Please inform the Bus Transport Office in writing. Email us the new address, date of move and commencement of new transport arrangements.

6. *My child is going to a friend's house. Can he take the same bus as his friend?*

As a safety measure, children are not allowed to take a different bus.

7. *How do you ensure that my young child will get on the right bus?*

Our bus monitors have updated lists and check each child onto the bus.



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8. *Are seats assigned to the children?*

Seats are taken up on a first-come-first-served basis hence no seats are assigned. However, younger children will be given priority to sit at the front of the bus.

9. *Who takes care of the children on the bus?*

A female bus attendant on board each bus maintains orderliness, ensures that the children adhere to safety rules and cares for the younger children.

10. *How do we know that the buses are safe?*

All vehicles are regularly inspected and maintained, so as to ensure that the buses are safe for travel. All buses are fitted with seat belts, first aid kits and fire extinguishers.

11. *What insurance coverage is provided for my child?*

All students on transportation are covered by personal accident insurance. Sum insured per person per year for medical expenses is USD3,000.

12. *If my child/children left or lost an item on the bus, who should I contact?*

Contact your child's Bus Monitor and inform them of the item(s) you are looking for. If the item(s) cannot be found on the bus, report to the Head of School for assistance. Lastly, check the lost and found boxes located in the basement.



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Contact Us

Transport office no.	028 2222 7788 Ext. 4501
Email	transport@issp.edu.vn
Website	https://vle.issp.edu.vn
Mailing Address	92 Nguyen Huu Canh, Ward 22, Binh Thanh Dist., HCMC
Transport Office	Level 5, Room 503
Office Hours	8:00am – 4:30pm
Lunch break	12:00pm – 1:00pm

