

Holland International School School Bus Manual 2026 - 2027

 Woodlands Transport

Woodlands Bus Service overview

In this handbook you can find the information and procedures regarding the School Bus Service provided by Woodlands Transport Pte Ltd.

Please read the information carefully.

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Bus Registration

Woodlands will provide its bus services under a framework agreement with Holland International School. Parents also sign a contract with Woodlands for the requested services. Registering for the school bus service can be done using the procedure below. Below is a summary of the Woodlands registration and cancellation policies.

- ❑ Registration can be done online through the parent portal. The link can be retrieved from the Holland International School website. (<https://v2.schoolbus.solutions/>). Parents apply for a school bus for 3 days per week (only available for Pre-Nursery & Nursery) or 5 days per week (Pre-School and all other grades).
- ❑ Pick-up and drop off point is always the residential address.
- ❑ Woodlands requires a 2-week processing period for new registrations. Scheduling is subject to bus availability and residential address location.
- ❑ Registration for the Co-Curricular Activities ('CCA') bus can only be done through registering for a new CCA term for one or more fixed days of the week.
- ❑ Upon successful registration, all children will receive a Woodlands bus tag, to be provided by Woodlands in the first week at school. Children are required to carry this tag for easy verification. Existing bus contracts will be prolonged yearly and once registered, the contract remains the same until a contract change or cancellation is received.
- ❑ Please note that changes & registrations at the beginning of the school year have to be submitted **before 24th July 2026**, in order to be processed before the first school day, 17th August 2026.
- ❑ It is **mandatory** for children below the height of 1.35m to have a child restraints, booster seats, or adjustable seat belts before boarding the bus

School times & bus options - Overview

The pickup point and drop off point are always the residential address

Regular bus options school out

12.40pm	2:40 pm	3:40 pm	1:40 pm – only Friday
1. Regular bus home	1. Regular bus home	1. Regular bus home	1. Regular bus home
Preschool half days	Preschool full days, Group 1 & 2 & Reception Class	Group 3 to 8 Year 1 to 6	Preschool full days, Reception Class/Year 1 to 6 Group 1 to 8

CCA bus options school out* - Booked via School

3:40 pm	4:40 pm	2:40 pm – only Friday
1. CCA bus home	1. CCA bus home	1. CCA bus home
Group 1 & 2 Reception Class	Group 3 to 8 Year 1 to 6	Preschool full days, Reception Class/Year 1 to 6 Group 1 to 8

School times & bus options - Overview

*Hollandse Club bus: Holland International School to Hollandse Club – Booked via WTS

2:40 pm - Monday	3:40 pm - Monday
1. Hollandse Club bus	1. Hollandse Club bus
Group 1&2 Reception Class	Group 3 to 8 Year 1 to 6
2:40 pm - Wednesday	3:40 pm - Wednesday
1. Hollandse Club bus	1. Hollandse Club bus
Group 1&2 Reception Class	Group 3 to 8 Year 1 to 6

*The Yard bus; Holland International School to The Yard (KAP Mall) – Booked via School

1:40 pm Friday
1. The Yard Bus
Group 1 to 8 Reception Class/Year 1 to 6

School times & bus options - details

Regular bus: (12:40pm, 2:40pm, 3:40pm & 1:40pm on Friday)

-Routes, pick-up & drop-off times are subject to change. Cancellations for the regular daily school bus must always be reported to Woodlands at the earliest occasion. Please inform Woodlands on daily/adhoc cancellations and/or changes (including pick up by the parents/guardians), in order to prevent delay for the other students.

CCA bus: 3:40pm & 4:40pm on Monday – Thursday / 2:40pm on Friday

- The CCA bus can only be booked per CCA term for the full term. There is no reimbursement upon cancellation during the term. The CCA bus will be provided at an **additional cost of SGD 13,- per trip for families with a regular bus contract & SGD 16,- per trip for families without a regular bus contract**. E.g. this will accumulate into SGD130,- when the term consist of 10 weeks, to be invoiced separate from the regular bus contract.
- For the CCA bus service, Woodlands will use a smaller number of buses and with other routes than the regular buses. Therefore, the regular timing schedule does not apply. Drop off time may vary from time to time due to number of students on board the bus.

Hollandse Club bus: (2:40pm & 3:40pm) Monday/Wednesday The Yard Bus: (1:40pm) Friday

- The Hollandse Club & The Yard bus can only be booked per full term. There is no reimbursement upon cancellation during the term.
- The Hollandse Club & The Yard bus will be provided at an **additional cost of SGD 13,- per trip for families with a regular bus contract & SGD 16,- per trip for families without a regular bus contract**. E.g. this will accumulate into SGD130,- when the term consist of 10 weeks, to be invoiced separate from the regular bus contract.

Transportation Fee Price 2026 - 2027

Preschool 3 Days							
KM	Area	1 Way (incl GST)			2 Way (incl GST)		
		T1	T2	T3	T1	T2	T3
0-2	Area 1	\$756.90	\$487.78	\$437.32	\$1,081.35	\$696.87	\$624.78
2.01-4	Area 2	\$875.25	\$564.05	\$505.70	\$1,250.55	\$805.91	\$722.54
4.01-6	Area 3	\$993.60	\$640.32	\$574.08	\$1,419.30	\$914.66	\$820.04
6.01-8	Area 4	\$1,111.05	\$716.01	\$641.94	\$1,587.15	\$1,022.83	\$917.02
8.01-10	Area 5	\$1,229.85	\$792.57	\$710.58	\$1,757.25	\$1,132.45	\$1,015.30
10.01-12	Area 6	\$1,300.05	\$837.81	\$751.14	\$1,858.05	\$1,197.41	\$1,073.54
12.01-14	Area 7	\$1,372.05	\$884.21	\$792.74	\$1,959.75	\$1,262.95	\$1,132.30
14.01-16	Area 8	\$1,419.30	\$914.66	\$820.04	\$2,026.80	\$1,306.16	\$1,171.04
16.01-18	Area 9	\$1,465.65	\$944.53	\$846.82	\$2,095.20	\$1,350.24	\$1,210.56
Preschool and Primary School 5 Days							
KM	Area	1 Way (incl GST)			2 Way (incl GST)		
		T1	T2	T3	T1	T2	T3
0-2	Area 1	\$1,240.65	\$799.53	\$716.82	\$1,773.00	\$1,142.60	\$1,024.40
2.01-4	Area 2	\$1,435.05	\$924.81	\$829.14	\$2,049.75	\$1,320.95	\$1,184.30
4.01-6	Area 3	\$1,629.00	\$1,049.80	\$941.20	\$2,326.95	\$1,499.59	\$1,344.46
6.01-8	Area 4	\$1,821.60	\$1,173.92	\$1,052.48	\$2,601.90	\$1,676.78	\$1,503.32
8.01-10	Area 5	\$2,016.00	\$1,299.20	\$1,164.80	\$2,880.90	\$1,856.58	\$1,664.52
10.01-12	Area 6	\$2,131.20	\$1,373.44	\$1,231.36	\$3,046.05	\$1,963.01	\$1,759.94
12.01-14	Area 7	\$2,249.55	\$1,449.71	\$1,299.74	\$3,213.00	\$2,070.60	\$1,856.40
14.01-16	Area 8	\$2,326.95	\$1,499.59	\$1,344.46	\$3,322.80	\$2,141.36	\$1,919.84
16.01-18	Area 9	\$2,402.55	\$1,548.31	\$1,388.14	\$3,434.85	\$2,213.57	\$1,984.58

Area 8 and Above* Traveling duration will exceed 45 minutes.

Note: (1) A flat fee of SGD \$40.00 will be charged if any child brought back to the school due to absence of parents or guardian at the drop off point.

Service changes – Cancellations & Changes

Cancellations

- ❑ The bus contract can be terminated at any time with two week's notice period. Cancellation can be requested by contacting the transport office (schoolbus@hollandinternationalschool.sg).
- ❑ There is no refund for daily/adhoc cancellations. All cancellations regarding the CCA/Hollandse Club/The Yard bus are to be made through the CCA coordinator, (cca@hollandinternationalschool.sg). No refund will be issued under any circumstance.

Regular change requests:

- ❑ Regular changes include a change in (1) home address, (2) contact details, (3) pick-up time at school, (4) bus option (bus home or no bus) for certain days of the week.
- ❑ Applying for a change in the School Bus Service can be done by contacting the transport office (schoolbus@hollandinternationalschool.sg) .
- ❑ Woodlands requires a 14 working day process period for change requests. When a bus reschedule is required, it is subject to bus availability and residential address location.
- ❑ For CCA/Hollandse Club/The Yard buses, only a request can be made during an CCA term. Due to the limitations of this service, a CCA residential address change for bus reschedule cannot be guaranteed.

Incidents & Complaints

Bus incidents

- ❑ In case of a medical emergency with one of the children on the bus, Woodlands will do its utmost best to contact the parents and the school directly to consult on appropriate actions. Please note that without explicit parental consent, Woodlands cannot make major decisions about medical treatment. The HIS Parental Consent Form does not apply to the School Bus Service.
- ❑ Incidents among children in the bus, such as quarrels, fighting or bullying, will be reported by the bus attendants to the Woodlands officer. The officer will contact the school where needed. The school will give the appropriate follow-up towards the involved parents and children.
- ❑ Parents report on bus incidents to the transport office [through\(schoolbus@hollandinternationalschool.sg\)](mailto:schoolbus@hollandinternationalschool.sg). Parents are advised not to give feedback to the bus drivers and attendants directly, in order to prevent delay on the route.
- ❑ Woodlands can decide to suspend the School Bus Service for a child or family on disciplinary grounds. No refund will be issued for the paid bus fees. Reasons can be; repeated no-shows at the pick-up time, structural misbehavior in the bus or a failure to pay the school bus fees.

Service incidents & complaints

- ❑ For all reporting of incidents and complaints, please email us at [\[schoolbus@hollandinternationalschool.sg\]](mailto:schoolbus@hollandinternationalschool.sg). For non-urgent incidents and complaints, WTS will provide feedback within 2 working days.
- ❑ In severe cases, issues will be brought to the attention of the school management.
- ❑ In case the school bus is involved in a traffic accident, all parents will be informed immediately by the Woodlands officer. In case the bus is unable to continue the route, a back-up bus will be deployed to continue the route.

Incidental changes & Playdates

Incidental changes:

- ❑ Incidental changes for regular and CCA buses include one-time only requests for (1) playdates, (2) cancellation for a school bus trip (including birthday parties), (3) change in the return bus option (home).
- ❑ **All incidental changes have to be requested at least 2 working days in advance in English** and can be done by sending an e-mail to schoolbus@hollandinternationalschool.sg. Please include the date, name and class of the child in the change request. No later than 24 hours before the bus trip will the parents be informed whether it is possible to make the change.
- ❑ If a child is **not taking** the school bus in the **morning or afternoon** due to unforeseen circumstances, please **Mark the app or Whatsapp** Woodlands at **8125 8771** directly to avoid unnecessary waiting or email Woodlands Transport through schoolbus@hollandinternationalschool.sg.

Playdates:

- ❑ Playdates is subject to seats availability. It is not possible to request for a different drop-off address other than the playdate address.
- ❑ Non regular bus rider is allowed to arrange playdates with the regular bus rider for the school bus service. **At the rate of \$16 per ride.** (1) Drop-off address is only applicable to regular bus riders' address.
- ❑ Playdates must be arranged **1-2 days** before the actual playdate. (1) Both families must inform Woodlands regarding the arrangements. Woodlands will only arrange the playdates once both families confirmed. (2) Playdates will be cancelled automatically if one of student involved reported sick and is not taking the school bus.

Bus Procedures

Morning

- ❑ Children must be ready at their pick-up locations (house entrance or condo gate) **5 minutes prior** to pick-up time. Parental or guardian supervision at the pick-up location is highly recommended.
- ❑ The bus will wait a maximum of 2 minutes after the scheduled pick-up time at the pick-up location before continuing with the rest of the route.
- ❑ Children of every age group should keep their bus tag with them at all times to allow for easy and correct identification.
- ❑ Bus attendants will ensure the safety of the children by enforcing the use of seat belts. Parents should instruct their children as well to belt up and stay in their seats.

Afternoon

- ❑ Children in Preschool, Reception/Year 1, Groups 1 and 2 will be brought out by their respective class teacher class-by-class, and will be collected and assisted to their buses at the dismissal point by the bus attendants. For Groups 3 to 8 and Year 2 to 6, they will exit school on their own to the dismissal point.
- ❑ Please note that **all buses will not be able to leave if one or more children are unaccounted** for. If a child is absent unexpectedly, the Woodlands officer at school will attempt to locate the child and if unsuccessful we will contact the parents. **It is the responsibility of parents to report cancellations at all times.**
- ❑ For a drop-off at landed properties, the bus attendant will ensure the children have entered the house or the garden gate. For a drop-off at appartements or condos, a proper hand-over to a parent or guardian is needed at the main gate for children in group 3/year 2 and below. In case this is not possible, the child will be brought back to the school, the parents will be contacted.

Woodlands Service Policy

Below is a summary of some general aspects of the Woodlands School Bus Service;

Bus

- ❑ All buses are equipped with correctly operating air conditioning. Buses are clean, in good working order, with proper seats (no pull-down seats). All buses are equipped with working 3-point seat belts on every seat.

Route

- ❑ A back-up bus is available in case there is a mechanical failure with one of the buses. WTS shall reimburse the parents of the children who cannot travel because of a failure of the bus to arrive at the pickup point after 15 min of the scheduled pick-up time. The students may take a regular, non-premium taxi from a registered taxi company or use Standard/Economy Services from an app-based taxi company such as Grab, Ryde, TADA, GOJEK or any other similar services. Reimbursements of one-way fare can be obtained from the Transport Office by submitting proof of payment within 4weeks. (If there is no proof of payment, WTS is unable to reimburse you.)
- ❑ Parents will receive a prompt call or SMS when the bus is late due to traffic or other delaying circumstances along the route.
- ❑ Regular bus routes must be less than 45 min. It is the objective of Woodlands to plan the routes for a maximum of 45 min. For the first 2 weeks after the beginning of a new school term, bus routes can temporarily take up to 60 min, as pick ups and drop offs tend to take more time in these weeks. Area 8 and above trips will exceed 45mins. We will aim to plan the route within 60mins.
- ❑ Trip distances are based on Google Maps route distances. Woodlands system will always go to the farther travel distance either from school to home or home to school.

Communication

- ❑ The Woodlands officer will be at the transport office at Holland International School from 7 am until 5 pm, which covers the maximum daily time slot for the School Bus Service. After 5 pm the Woodlands hotline is available. He/she will inform parents in case of delay and is available to provide information on daily

Fuel Surcharge

Fuel Surcharge Mechanism

❑ The fuel surcharge is applied based on the following formula:

$$\text{Fuel Surcharge (\%)} = 30\% \times [(\text{Latest Diesel Price} - \text{Base Fuel Price}) \div \text{Base Fuel Price}]$$

❑ For ease of reference, the applicable Fuel Surcharge framework is set out below:

Latest Diesel Price	Increase vs Base	Fuel Surcharge
S\$2.66	0%	0%
S\$3.00	12.8%	3.8%
S\$3.50	31.6%	9.5%
S\$4.00	50.4%	15.1%
S\$4.50	69.2%	20.8%
S\$5.00	88.0%	26.4%
S\$5.50	106.8%	32.0%
S\$6.00	125.6%	37.7%

Billing

- ❑ Fuel Surcharge will be issued a separate invoice. This will be clearly distinguished from regular transport fees and will remain fully transparent for Parent's reference.
- ❑ The surcharge will be reviewed and pre-determined before the start of each school term.
- ❑ Once set, it will remain fixed for the entire term and will not be increased, regardless of further fuel price increases.
- ❑ Any additional increases during the term will be absorbed by WTS.
- ❑ If fuel prices decrease, the surcharge will be reviewed and adjusted accordingly during the next termly review, including reduction or removal where appropriate.

Contacts

Telephone numbers of the Woodlands office at Holland International School

For early morning cancellations (sick leave) and general enquiries:

School: 6466 0662

Woodlands hotline: 8125 8771

Woodlands email addresses

General email address (incidental cancellations, incidental requests, playdate requests etc.):

schoolbus@hollandinternationalschool.sg

Bus coordinator HIS

For further enquiries, information or contact, please contact:

admissions@hollandinternationalschool.sg

