

Ting Transport Pte Ltd reserves the rights to make further changes to the above Terms and conditions. For more information, please refer to our FAQs as per attached.

Frequently Asked Questions

Q1 : Do I have to pay the bus transport fees for school holidays?

A: The computation of bus transport fees is based on a 9-month period. Hence, no bus transport fee is payable on June, November and December. For Students who sign up after January or June will be charge for November.

Collection of Jan PLUS Oct bus fare are required before school start

Q2 : When do I need to make payment?

A: All payments should be made in advance by the first week of each month. The bus fare card will be issue to student on their bus ride on the 28th of each month. For example, the bus fare bus given to student on 28th January and payment should be made by first week of February. The bus transport services may be suspended or terminated without prior notice if the payment is not received by the stipulated date. **All fares paid are Not Refundable.**

Q3 : How do I make payment for the bus transport fees?

A: Parents are advised to pay by Electronic Funds Transfer to TING TRANSPORT PTE LTD / DBS A/C: 017-905960-7 Or PAYNOW UEN: 201915298G. Kindly indicate school code together with parent's mobile number (as per registration). Example: EFPS91234567 / TNPS91234567

Q4 : How will Ting Transport Pte Ltd know if the payment has been made?

A: The company will monitor closely all bank transaction. A soft copy invoice will only be email to parents once payment is received. Parents are strongly advised to follow the payment instruction given in Q3

Q5 : Will the bus driver call to inform us on the pick-up time and waiting point when school re-opens?

A: An SMS consisting of the bus details such as driver's name, contact number and vehicle number, will be send to parents with two to five days before the school terms begins. Our driver may also contact the parents in terms of confirming the arrangement. Parents may also contact our drivers directly.

Q6 : What is the procedure and notice period required if I make changes to the pick-up/ drop-off or changing one / two way?

A: We seek parents' cooperation to email request to tingtransport@hotmail.com at least two weeks in advance. Otherwise, rearrangement may not be possible. changes are subject to seat availability of the buses serving the new locations.

Q7 : What is the notice period for terminating the bus transport services?

A: To terminate the bus services, please provide the company with one month's written notice. A month's bus transport fees in lieu of the notice should also be given. Please submit the withdrawal notice to tingtransport@hotmail.com

Q8 : Is my child allow to take a different bus for return trip?

A: For safety reason, we do not allow children to switch between other buses for return trip. They should strictly take the designated bus.

Q10 : Why is my child the first to picked up and last to be drop off?

A: The pick-up and drop-off sequence varies as they are dependent on the route travelled.

Q11 : Why is my child not the last to be picked up although we reside closest to the school?

A: It is sometimes not feasible to pick up the child staying closest to the school last as timing and routing are dependent on the other families. Traffic laws and conditions are also taken into account when routes are being planned.

Q12 : Why is my child not been pick-up under my HDB block?

A: There will be only one common pick-up point for children staying within the same vicinity of the same estate. Please note that buses will not be entering to HDB carparks.

Q13 : Where is the pick-up and drop-off point if I am staying in a condominium?

A: Generally, pick-up and drop-off points for children staying in condominium are outside of the guardhouse or before entering main entrance or side gate. Our buses are not able to provide door-to-door service due to the whole route may

take longer to complete and roads may sometimes be too narrow to accommodate our buses.

Q14 : What is the procedure to cancel the arrangement for the bus transport services after registration with Ting Transport bus but before school term starts?

A: Please email your request to cancel the arrangement of bus transport services to tingtransport@hotmail.com. This must be done before the school term starts. Otherwise, the bus transport service fee for that month will be billed to you as per normal even your child(ren) did not take the bus. **All fares paid are Not Refundable.**

Q15 : Must I contact the driver if my child is not taking the bus transport service on a particular day?

A: Parents are advised to contact/SMS our driver if their child(ren) will not be taking the bus on any school day.

