

## FAQ

### 1. When will I receive my child's bus route information?

The School Bus Service Provider will be responsible to send bus route information to the School and directly to parents 10-14 days prior to the commencement of the academic year.

### 2. How can I pay for School bus fees?

Payments can be settled via Bank Transfer / Cheque / FPS / Alipay HK / Visa or Masters. The payment method will be shown in the invoice. Invoices will be sent to enrollers by email. Credit Card Bank charges are borne by Synergy.

### 3. Are there any penalty charges if I have missed the payment deadline?

A late payment fee of 150HKD will be charged if the payment has not been received within 5 working days after a reminder has been sent. The School Bus Service Provider has the right to suspend the school bus service for the respective student, if no payment has been made.

### 4. Do we receive a discount when subscribing to a whole-year school bus service?

You can enjoy 5% discount if subscribing to a whole-year school bus service and the discount will be credited to the 4<sup>th</sup> payment invoice.

### 5. Do we receive a discount if we have two children or more registered for the school bus service?

A 15% discount will apply for the second child and more if they take the SAME service and SAME bus routes to the same campus.

### 6. Will the bus routes be amended?

In normal circumstances, school bus routes are designed for a whole academic year. Under special circumstances (for example during COVID-19), Synergy reserves the right of changing bus routes and schedules (pick-up/drop off time), to fulfil the latest arrangement from School and/ or Education Bureau. Bus riders and School will be notified as soon as possible.



**7. Do we receive a refund if classes are suspended?**

Before school semester starts:

If by order of Education Bureau, suspension of face-to-face classes is announced 7 days or more before the start of school semester, 100% paid bus fee shall be credited to the month that school resumes.

**For example**

The school semester starts on 17 August 2021, and Education Bureau announces suspension of face-to-face class on 10 August 2021 or before, paid school bus fees will be 100% credited to the month the school resumes. If the school resumes on 10 October 2021, service will start on 10 October 2021 and 1.5 month of school bus fee will be deducted accordingly.

If Education Bureau announces suspension later than 17 August 2021, 7 days of school bus fees will be deducted, and the rest will be credited to the month that school resumes. As credit scheme is credited to the next bill, if suspension of class is more than 14 days in the last instalment period, refund will be calculated on pro-rata basis, with a cap of 50% of monthly fees. The refund will be arranged by the end of the academic year.

For example, if the class is suspended from 3 March 2022 to 10 April 2022:

Month	Total of affected days	Calculation on Refund Amount
3 March -31 March	29 days	Monthly School bus fee/30*15 (max. 15 days will be refunded)
1 April – 10 April	10 days	Monthly School bus fee/30*10

Monthly School Bus Fee = Year cost / 10.5months

If classes are suspended in the middle of semester for less than 14 days, no credit or refund applicable.



**8. Do I receive a refund if I withdraw from School in the mid of a Semester?**

Cancellation of school bus service due to withdrawal from School, is accepted with 30 day written notice in advance or one FULL calendar month's payment in lieu of notice. Bus fee will be charged up to the month of notification, refunds on monthly pro-rata basis only. Full month bus fee is applied even student who only rides for one day in that month. After we receive refund application, we will validate with the School and refund within 14 days from the last day of the student.

For example, if a student withdraws from school effective from 1 December 2021 and requests to cancel school bus service accordingly, School Bus Service Provider should receive the notice of termination on or before 31 October 2021. If the request is received on 8 November 2021, we will charge for November and December.

**9. We have moved and I need to change my child's address, what do I need to do?**

The parent/adult-in-charge needs to contact Synergy with 30 days prior notice. We will find the best existing bus route with light adjustment (if needed) for the new address. The application will be deemed as cancellation if no seats available at the new pick-up points/ drop off points.

**10. Do I receive a refund if I cancel the School Bus service in the mid of a Semester?**

For students who cancel the school bus service except moving and withdrawal from School, 2 FULL calendar months' advance notice shall be given to Synergy. If the parent notifies us of a withdrawal on 31 March 2022, the effective date will be 1 June 2022. (Payment until 31 May 2022).

**11. Can I join the school bus services again after cancellation?**

It is possible to re-join the school bus services if all previous school bus fees are paid up.

For example, if a student cancelled the school bus service and paid until 31 March 2022, he/she wants to re-join school bus from 1 May 2022, he/she needs to pay the school bus fee for 1-30 April 2022 as well.



**12. How can I change to another drop off point or what do I need to do to join for one day trip only? [Applicable to Peak campus only]**

If student requires an alternative drop off point, wishes to go home with a friend on that friend's bus, or request a single use trip, he/she should do as follows:

Send a request with at least 2 days written notice in advance, and email to (Peak Campus) [gsisbus\\_peak@hksynergytravel.com](mailto:gsisbus_peak@hksynergytravel.com)

to check the seat availability. Once advised of availability, payment can be made.

Once you have received a confirmation from us, that your child/children can be seated on a different bus, please email your child's/children's teacher, the respective departmental secretary and the GSIS bus coordinator ([buscoordinator@gsis.edu.hk](mailto:buscoordinator@gsis.edu.hk)) too. This correspondence should be confirmed prior to 7:45am on the day of request.

**Single Trip**

The pay by trip bus fee should be paid prior to the service through Synergy's electronic payment system.

HK Island playdate/ single trip fee: \$100

Kowloon playdate trip/ single trip fee: \$150

For example:

	<b>Original drop off point</b>	<b>New drop off point for playdate</b>	<b>Bus fee per trip</b>
Current bus rider	HK Island	HK Island	No charge
Current bus rider	HK Island	Kowloon	\$150
Current bus rider	Kowloon	HK Island	No charge
Current bus rider	Kowloon	Kowloon	No charge
Non bus rider	N/A	HK Island	\$100
Non bus rider	N/A	Kowloon	\$150

Verbal requests from the students themselves about change of school bus plan will not be accommodated. All requests are subject to availability.



**13. How are the bus routes designed and what is the expected time on the bus for the overall route?**

Synergy tries the best to accommodate all students living in different areas and to design the bus routes in consideration of time and safety. To avoid any inconvenience, your early registration for the school bus services is highly appreciated so that we can arrange the best routing possible. The routes are fixed from the beginning of the academic year; any families moving or joining the school throughout the academic year will be accommodated on existing routes, subject to availability.

Due to bus rider demographics, pick-up schedules may be revised. Morning bus schedules aim to have students arriving at school at 7:10am – 7:30am and as far as possible maintain a journey time of not more than 1-hour. Afternoon routes also aim to maintain a journey time of max. 1-hour; however, this may be extended by 10-15 minutes during peak hours or unexpected traffic congestion.

**14. The bus didn't show up on time for my child. How long should he or she wait at the stop?**

Your child is advised to arrive at the stop at least 3 minutes before the regular arrival time of the bus. Due to unexpected traffic situation (bus break down, roads are blocked etc), the times may not be absolutely consistent with the regular times. Bus escort / Bus Coordinator will contact you if the bus is late for more than ten minutes, so please be alert of any incoming calls/messages.

**15. My child is sick or has other arrangement, and does not require the school bus services. Who should I call?**

Please send the message to the School Bus Service Provider before your scheduled pick up time or call the bus escort/coordinator as early as possible in the morning to advise of the change. If a student does not take the school bus home, please contact the School Bus Service Provider / the bus escort / the bus coordinators at GSIS and at Synergy as well as the respective departmental secretaries at GSIS in advance.





**16. My child left a coat (glasses, instrument, books) on the bus. What do I need to do?**

Our Bus escorts check their buses after each run. Items left by students will be returned to students if identified or sent back to School for safe keeping. You can help by labelling all of your child's school belongings with the child's name.

**17. In case of bad weather, what is the protocol?**

If classes are suspended, ordered by Education Bureau, school buses will not operate. If the School is in session and the weather deteriorates, we will communicate with the School for special arrangements if needed.

**18. In case of a bus breakdown, what is the protocol?**

A team of backup bus escorts, drivers and vehicles are at standby on HK Island side. Our contingency plan is either to combine bus routes or a stand-by bus will be arranged. Synergy's bus coordinator will advise the estimated arrival time of the backup bus.

**19. In case my child is in a traffic accident, will I be called at once?**

In case of a traffic accident, the bus driver or bus escort will check all students' safety first. Secondly, we will call the police and inform the School instantly. Another backup school bus and bus escort will be in place and pick up students under safe circumstances. An internal investigation report will be provided to the School in 7 working days and police investigation will be shared once available.

**20. Who do I need to contact in regard to enquiries and feedback?**

You can contact our designated onsite bus coordinator for any enquiries and/or addressing any issues in regards to our bus drivers or bus escorts. Bus coordinators will provide feedbacks within two working days after an issue had been raised. In case you feel the need to speak to our management, please look out for our Project Manager. We promise our communication with parents is always direct and in a timely manner.



### **21. Can you explain the Communication Protocol provided by Synergy?**

We have stationed two bus coordinators at the Peak Campus and one bus coordinator at the Pok Fu Lam Campus on school days only. All our bus coordinators are bilingual in Cantonese and English. Their key responsibilities are to coordinate students' drop-off or leave arrangement for different bus routes. They are the main contact points for the School and parents for all matters related to the school bus services. Parents are encouraged to reach the bus coordinator by phone or email or apps for enquiry. During office hours (8:30am – 4:30pm), the bus coordinator handles emergency situations like traffic congestion, bus excessively behind schedule etc. at first priority. For other enquiries, the bus coordinator will respond within two working days.

### **22. Lost Student Bus Card (with NFC function)**

Students are required to show our Student card when they getting on the school bus. Parents inform us by email if the card is unfunctional or they lost it. Parents are required to pay \$100 if you lost the Student card.

### **23. Is there any rule(s) on school bus?**

To enhance the safety during the journey, students are required to follow below safety rules.

- Should follow the instruction(s) of bus escort and driver
- Should board and alight from school bus properly as directed
- Should not eat or drink for the sake of keeping the school bus clean
- Must fasten the seatbelt and remain seated all the way
- Must not play during the journey
- Must not play with the emergency exits
- Must not talk to the driver or shout during the journey
- Must not get on or off school bus while it's still moving
- Must not put the head, hands or any part of body out of the window
- Should stand clear from the moving off school bus after alighting
- Should not bring any unauthorised/ offensive item(s) on school bus. If it is found, we have the right to confiscate the item(s) and report to school

If student does not follow the above safety rules, we will report to school and inform parents. We have the right to suspend the student and the right to refuse to let the student on the bus **if he/ she does not follow the given rules.**

