RUGBY SCHOOL
THAILAND

BUS SERVICES

HANDBOOK



THE WHOLE PERSON THE WHOLE POINT

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SERVICES

Safety is our primary responsibility and therefore the School has engaged the expert services of Montri Transportation Co. Ltd., whose reputation for safely transporting international school students is well-established.

USUAL SERVICES

1. Daily round trip, to and from home
2. Daily one-way trip, to or from home
3. Weekend trip to and from Bangkok
4. Weekend trip to and from the Airport & Pier

MORNING PICK-UP

Students should arrive at

A. 08:00 - 08:30 Pre-Prep (PN - Y2)
B. 07:50 - 08:00 Prep (Y3 - Y8)
C. 07:35 - 07:50 Senior (Y9 - Y13)

Students are picked up at the lobby of their residence or outside their home, and must arrive at the pick-up location prior to the School bus's arrival time; noting buses will wait for a maximum of two minutes past the scheduled time only.

If a student does not arrive, the bus driver will leave and the parents will be responsible for taking the student to School that day. The Bus Monitor will report any student who is not on the bus in the morning to a member of the academic staff team for follow-up.



AFTERNOON DEPARTURE

A. 15:20 PN - Y2 (school day ends)
B. 17:00 PN - Y2 (after clubs)
C. 17:05 Y3 - Y13 (school day ends)
D. 18:00 Y3 - Y13 (after clubs)

Pre-Prep students on a 15:20 bus will be collected by the bus monitor from their class teacher and escorted directly to the Bus.

Pre-Prep students on a 17:00 bus will be escorted from their After School Club to the School Bus checklist point. From there they will be escorted to the appropriate School Bus.

Students in Year 3 and above on an 18:00 bus will make their way from their activity to the School Bus checklist point. A teacher or bus monitor will then take them to the School Bus.

The Bus will wait for 5 minutes after the set departure time (15:20, 17:00, and 18:00) for every child to arrive. If children arrive after this time and the bus has left, the duty staff will supervise the child and parents will be informed. Parents will then need to arrange for the child to be collected from the School.

APPLY FOR SERVICES

At least 2 weeks prior to the start of term, families should either;

1. complete a 'school bus request form' (available from admissions@rugbyschool.ac.th), or
2. email rst-transport@rugbyschool.ac.th directly.

REQUEST CHANGES

The parent must make any requests for changes to the morning or afternoon arrangements either via email, by phone and confirmed by email. Changes to the afternoon service must be made by 12 noon on the day of the change.





CANCELLING A SERVICE

A minimum of one term's notice is required. Parents who fail to give such notice will be charged up to the end of the next full term.
To cancel, simply email rst-transport@rugbyschool.ac.th

BUS MONITOR

- Each bus journey is supervised by a Bus Monitor

VEHICLES USED

- Provided by Montri Transportation Co., Ltd
- Equipped with:
  - Air Conditioning
  - First Aid kit
  - Safety belt for every seat
  - Fire Extinguisher
  - Emergency Safety Hammer

FEES & CONDITIONS

We offer transport for the full term only, with fees invoiced at the beginning of each term.

Zone	Area	Term 1		Term 2		Term 3		Annual	
		Round	Single	Round	Single	Round	Single	Round	Single
1	Mabprachan Lake, Pornprapanimit, Nongplalai	34,500	25,870	30,500	22,870	23,200	17,400	90,100	67,600
2	NaKlua, North Pattaya	36,570	27,460	32,330	24,270	24,600	18,400	95,500	71,700
3	Pattaya Klang, South Pattaya, Thepprasit, Jomtien	43,470	32,630	38,430	28,850	29,200	21,900	113,600	85,300
4	*Borwin, Sriracha, *Bangsan	45,540	34,150	40,260	30,190	30,600	22,900	119,000	89,200

**Please note these services will only run with a minimum of six students, so please check with the School as private transport may be required if you live in these areas.*

BANGKOK WEEKEND SERVICE

Pick Up and Drop Off IKEA & BTS Udomsuk (per trip)	Round	Single
	2,000	1,500

Note: Parents will be invoiced at the end of each term for this service
Parents will receive a weekly notification to confirm their child's seat.

Please note: Any last-minute cancellations, changes after Thursday, or no-shows will incur a fee of 500 THB per booking.

AIRPORT WEEKEND SERVICE

Pick Up and Drop Off	Round	Single
U-Tapao Airport	1,500	1,120
Suvarnabhumi Airport	4,300	3,200
Don Muang Airport	4,800	3,600

Note: Parents will be invoiced at the end of each term for this service.

Please note: Additional charges may apply for students under the age of 16 who are travelling without a parent or guardian present to assist with check-in procedures at the airline counter.

RESTRICTIONS

The maximum number of students per bus is eleven (no student is seated in the front seat). Whilst we aim to provide an extensive bus service, we may not be able to cover certain areas due to insufficient demand or the time/distance involved. The school reserves the right not to run routes which;

A. have fewer than six students per mini-bus, or
B. are beyond reasonable travel times for the welfare of the passengers.

For students in Pre-Nursery and Nursery* we may deny service use if, in the opinion of the class teacher, the child is not yet mature enough to travel.

**Booster Seats must be provided by parents and will be returned at the end of each day.*

AREAS COVERED

We cover North Pattaya, Bang Lamung, Nong Prue, Nong Pla Lai, Nakluar, Sri Racha, South Pattaya and Thepprasit. However, coverage is reviewed each September pending demand from families.

COMMUNICATION

In case of an emergency or transport problem, we will keep parents informed by SMS phone or email. Please ensure that your contact information is up to date as recorded in the school database. Please update via the Admissions office if any contact information changes.

SEATING

The Service Support Department will assign the seating plan for each student on the bus and implemented by the Bus Monitor. As a rule, the youngest students are seated nearest to the Bus Monitor, but this can be altered if a student needs to be near the Bus Monitor for medical or behavioural reasons.

VIDEO / MUSIC

No personal music or video devices are allowed in Pre-Prep or Prep School. However, if parents of students on the School Bus Service wish to allow their children to view videos or listen to music on such devices whilst on the bus, then this is possible provided that permission must first be sought in writing by the parent from the student's Class teachers or Form Tutor. In such cases, the student must hand the device to the relevant Class Teacher / Form Tutor at the beginning of each day as soon as possible after leaving the bus. The device will be returned to the student in person (not to a friend) on request shortly before the end of the School day. Whilst the Class Teacher / Form Tutor will ensure that the device is stored during the day in a suitable place, the School can accept no responsibility for loss or damage to any device brought onto the school premises for this purpose.





FOOD AND DRINK

Apart from water from the student's own bottle, the consumption of food and drink is not permitted on the School Bus Service.
Students should always leave the bus in the same condition they were on the bus.

LATE HOME ARRIVAL

Where arrival home is likely to be late by 30 minutes or more (e.g., due to traffic), the School Bus Office will contact parents. Parents may also call the Service Support Department if they have a query regarding the drop-off time.

APPENDIX A: CONTACT INFORMATION

Parents should contact the School during office hours (Mon-Fri 08:00 – 18:00) if they have any questions or wish to make any changes to a bus service.

PRE-PREP (MON-FRI 08:00 – 18:00)

Tel : +66 (0) 33 141 800 Ext:1001
Email : chalita@rugbyschool.ac.th

PREP SCHOOL (MON-FRI 08:00 – 18:00)

Tel : +66 (0) 33 141 800 Ext: 3000
Email : napapach@rugbyschool.ac.th

SENIOR SCHOOL (MON-FRI 08:00 – 18:00)

Tel : +66 (0) 33 141 800 Ext: 50001
Email : sss@rugbyschool.ac.th

SERVICE SUPPORT DEPARTMENT (MON-FRI 08:00 – 18:00)

Tel : +66 (0) 33 141 800 ext. 1506
Email : rst-transport@rugbyschool.ac.th

MONTRI TRANSPORT CALL CENTRE (MON-FRI 06:00 – 19:00)

Tel : 020-569-499 ext. 1310-1315 and 1326
Email : info@montri.co.th and montricenter@montri.co.th

When contacting MONTRI, parents will need to include the following information:

A. That your child attends Rugby School Thailand.
B. Your child's first name and last name.
C. Your child's regular bus number or the address where your child is picked up/dropped off.
D. A telephone number or mobile number where you can be reached in case MONTRI has any questions or needs to contact you.

APPENDIX B: RESPONSIBILITIES

PARENTS

Prompt communication is the main thing a parent can do to ensure trouble-free use of the School Bus Service.

- Changes to morning journey: the Service Support Department should be informed by phone or email at least one working day ahead of any requested change.
- Changes to afternoon journey: the Service Support Department should be informed before 12 noon (except in case of cancellations) on the day of the requested change.

The Service Support Department will confirm back any changes to the parent by email to the. Parents should check that this email accurately reflects their request and should contact the Service Support Department immediately if there has been any misunderstanding.

PARENTS SHOULD:

- Make sure students are at the pick-up point at the designated time. Please note that a bus will wait only two minutes after the designated time before moving on to the next pick-up point. Unfortunately, we will not have the time to call you to check where your child is and the school will not be responsible for subsequent travel to school. Please note that these 2 minutes should not be used on a daily basis.
- Inform the Service Support Department if for any reason your child will not be using the bus or if there are any changes to their daily travel arrangements, as outlined above.

- When determining a request for a change of drop-off or pick-up location, the Service Support Department has the right to refuse a request if;
    - the destination is not within the transport area of service,
    - there is no seat available on the bus or
    - the destination is not considered appropriate for whatever reason.

- Ensure students are aware of appropriate behaviour on the bus and the consequences of misbehaviour while on the bus.
- Make students aware that they must always wear a seatbelt.
- Ensure an adult is present to greet students on arrival at home. Parents are responsible for their children up to the time that the bus monitor helps them onto the minibus in the morning and from the time that the bus monitor releases them at home in the afternoon.
- Provide information on student's allergies to school/school buses.

In the beginning, if your child feels uncomfortable about using the school bus, parents are welcome and encouraged to use the School Bus Service themselves and accompany their children to and from school. There is no cost for this service - we simply ask that you pre-book your seat in advance to check if a seat is available. Parents can use the front seat beside the driver. Availability is on a first-come, first-served basis. Seats are only available on an existing route and stop, special pick up & drop-off requests cannot be accommodated.

TEACHERS

Teachers will ensure that the following measures are taken for all students in their classes who are using the school bus service:

- Students are let out of classes in time to catch their buses home.
- Pre-Prep students are linked to their Bus Monitor at the end of each school day.
- Bus monitors from their classroom must collect Pre-nursery and Nursery students.
- Take such action as may be appropriate on receipt of a behavioural complaint from the bus driver or bus monitor.
- Inform the School Bus Office should any student under their supervision be delayed prior to reaching the School Bus checklist point.

STUDENT RESPONSIBILITIES

Students using bus services are expected to;

- Be on time for morning and afternoon pick-up.
- Wear properly adjusted seat belts at all times.
- Talk quietly and politely to one another. Do not shout, make loud noises, or use bad language
- Treat others with respect.
- Show respect and listen carefully to the bus driver and monitor.
- Keep the bus clean.
- Follow the food rules
- Only leave the bus at their designated stop.
- Do not move around the bus or open windows.

Academic staff will investigate any disciplinary concerns reported by staff, parents, or teachers. If a student's behaviour gives cause for concern, we reserve the right to terminate that student's use of the service.

If a bus is damaged because of a student's misbehaviour, the parents or guardians of the student will be expected to pay for any damage incurred.

DRIVER RESPONSIBILITIES

- Pick up and drop off students only at the bus stops designated by the school bus coordinator.
- Keep strictly to the set routes, except in unavoidable situations or with the approval of the school bus coordinator.
- Check the bus tires, lights, and oil and do other basic maintenance.
- Follow traffic laws and regulations and always drive safely
- Follow all safety procedures
- Check at the end of each trip whether any students' belongings are left on the bus. If there are, return the belongings to the office.
- In the event of an accident, follow the procedure described in the "Procedures for Accidents or Incidents" policy.
- School-approved video cameras (CCTV) may also be used to monitor routes and ride quality.

BUS MONITOR RESPONSIBILITIES

Collecting Students from Home:

- Write the time on the report form if a student has not arrived within 2 minutes of the designated pick-up time. The bus must go to the next collection point.
- Ensure that all students have fastened their seatbelts before the bus moves off.
- Make sure all seats are upright.
- Monitor the driver for safety and speed on the school trip.
- On arrival at school, ensure all students leave the bus and escort the Pre-Prep students to their designated areas, waiting there until the duty teacher arrives.
- Fill in the daily report booklet and hand it to the School Bus office before signing out.
- Bus monitors must ensure all students enter the school site. At Pre-Prep, students in Pre-Nursery and Nursery must be taken to their classroom by the bus monitor.

FROM SCHOOL TO HOME:

- Check that all students registered as using the service are on the minibus.
- Report to the school bus office if there are any missing or extra students. No bus is to leave the school until any unexpected changes have been reported.
- Remind all students to tap their RFID Student Card (see P.8 for further information) on entering the bus.
- Check that all students are wearing their seatbelts and all seats are upright. The bus is not to depart until seat belts are secured.
- Monitor the driver for safety and speed, and report any conduct of concern or dangerous driving
- Make sure students are seated correctly.
- On arrival at each destination, ensure that the students are met by a parent or responsible adult. If there is a problem, the following steps are to be taken:
- At a drop-off location – if no one is available to collect a student, telephone the School Bus Office for instructions.
- At an apartment – ask the receptionist to telephone the apartment. If there is no answer, telephone the School Bus Office for instructions.
- After the last student has been sent home, check that there are no student's belongings remaining on the bus. Items left on the bus will be returned to the students via the School Bus Office. The bus will not take lost items back to a student's house.
- Fill in the daily report and hand it to the School Bus Office the following morning.

DURING THE JOURNEY

- Behaviour of students: if a student will not listen to instructions, the Bus Monitor may request that the driver park the bus in a safe area and the Bus Monitor will then telephone the School Bus Office for assistance. A written report of any inappropriate behaviour will be given to the designated member of staff responsible for student conduct.
- Toilet Issues: should a student need to go to the toilet, the Bus Monitor should instruct the driver to stop at the nearest petrol station and escort the student to the toilet. This must be included at the end of the route report.
- Seating: no student is allowed to sit in the front seat next to the driver. Younger students should sit in the front row behind the driver. Any seating concerns should be reported to the Service Support Department. Any seating requests from teaching staff or parents will be made via the Service Support Department and not directly to the Bus Monitor.

SICK STUDENTS

- If a student falls ill while in transit, the Bus Monitor will contact the Service Support Department, which will endeavour to contact his/her parents. If necessary, the student will be taken to the nearest standard hospital or the parents' hospital of choice. A stand-by bus will be arranged to take other students to school or home.
- If a student falls ill before getting on the afternoon bus, the Bus Monitor will notify the Service Support Department and the child will be taken to the school nurse who will care for the student and call his/her parents.

IN CASE OF AN ACCIDENT/BREAKDOWN,

- Check whether any students are injured. If there seems to have been an injury, call for immediate medical attention and ensure that any injured students are not left alone.
- If possible, without compromising safety, take the students off the bus and keep them in a group in a safe area.
- Telephone the Service Support Department immediately.

SENIOR STAFF MANAGEMENT RESPONSIBILITIES

The Head, or Deputy Head or appropriate teacher will follow up with individual students whose behaviour on the bus causes concern. They will also ensure students are regularly reminded of behavioral expectations.

APPENDIX C: MONTRI SPECIAL PROVISIONS

RFID (RADIO FREQUENCY IDENTIFICATION)

- Every student who uses the school Bus service will be provided with an RFID Student Card.
- The RFID reader is designed to work with GPS tracking and is interfaced with the SmarthFleetTM vehicle tracking server. When each school bus user taps an RFID Student Card on the card reader installed at the school bus door, the student's name will be entered into a database with a timestamp and notification will be sent to parents immediately by email.
- Please note this service will only work if the students tap their RFID card.
- There is no charge for the first RFID card. Any student who loses it will be charged 200 THB for a new card.GPS (Global Position System) Vehicle Tracking Device Usage
- Montri will monitor the speed of the bus, the location of the bus, and the driving performance of the driver using a GPS (Global Position System) Vehicle Tracking Device.
- Any irregularities will be investigated as soon as possible.

CCTV

CCTV is installed on the windshield/windscreen of Montri buses. This records driving performance.

SAFETY FEATURES

- Safety Belts: 3-Point seat belts are installed on all seats for the safety and comfort of all passengers. Students are required to fasten their seat belts at all times.
- Drivers are required to conduct daily vehicle inspection checks prior to operating any school bus.
- All school buses must undergo annual safety inspections in accordance with Thai regulations.
- Alcohol: Each driver must pass a daily alcohol safety check using a new advanced 'Alcohol Electronic Detector' before they are released for duty.
- Training Programme: emphasises safety, punctuality, and commitment to prompt and courteous service.
- Random spot checks are carried out to verify safety compliance.
- All buses are equipped with fire extinguishers and first aid kits at all times.
- All drivers and bus monitors are trained in emergency evacuation procedures.

SPEED LIMITS

MONTRI school buses never operate at speeds that exceed the following:

- 10-15 kph on school grounds
- 30-35 kph on narrow streets
- 60-75 kph in municipal area
- 80 kph on the expressway

The speed will be further reduced where there is heavy traffic, bad weather, or other adverse circumstances to ensure the safety of the passengers, pedestrians, and the general public.



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