



SCHOOL BUS HANDBOOK



MONTRI TRANSPORT CORPORATION PUBLIC COMPANY LIMITED

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ABOUT MONTRI

With over 50 years of experience in the transportation service, we endeavor to provide the best standards of school bus services for our customers, with particular emphasis on safety and punctuality. Moreover, we are extremely committed to achieving the company's goals, one of which is to provide quality services through our sincerity and promptness, aiming to maximize customer satisfaction.

We are happy to be a part of a school community that fulfills the happiness for the students while traveling between home and school. We endeavor to continuously enhance our transportation services to ensure that school bus transport is safe and reliable.

This handbook aims to provide parents with comprehensive information regarding the terms and conditions of our service, including policies, code of conduct, suggestions and contact information for reaching MONTRI.

We are proud of our outstanding record in school bus safety.

SCHOOL BUS

SCHEDULE TIME



Class Level	MORNING Arrival Time	AFTERNOON Departure Times				
		Regular Bus	Activity Buses			
Kindergarten Students (PS, MS, GS)	07:45 a.m.	02:10 p.m.	03:10 p.m.			
Elementary Students (CP, CE1, CE2, CM1, CM2)		02:10 p.m.	03:10 p.m.	04:10 p.m.	05:10 p.m.	
Secondary Students (6 ^{ème} , 5 ^{ème} , 4 ^{ème} , 3 ^{ème} , 2 ^{nde} , 1 ^{ère} , 1 ^{le})		02:10 p.m.	03:10 p.m.	04:10 p.m.	05:10 p.m.	06:10 p.m.

Remark:

1. The afternoon bus departure time for secondary students is determined by the weekly schedule provided by LFIB, which is based on the students' activities.
2. The shuttle bus service at 07:00 p.m. is determined by the daily schedule provided by LFIB, which is based on students' activities.

MORNING TRIP

- ✓ **“NO-WAIT Policy”** Please plan to arrive at your pick-up point FIVE MINUTES before your scheduled pick-up time so you may board the bus as soon as it arrives. Please be aware that no call from MONTRI will be made to notice the bus's arrival or departure.
- ✓ If your child will be absent or ride only one-way on a certain day, please call MONTRI Customer Service via the contact information on Page 18.
- ✓ Please inform MONTRI Customer Service 3 days in advance if you would like to change the pick-up or drop-off address temporarily or permanently.

AFTERNOON TRIP

- ✓ All bus riders will be boarded at the Main Parking area through the connecting door of the administrative building without having to exit through the school's reception area.
- ✓ LFIB will accordingly prepare the list of students who attend after-school activities for MONTRI. Nonetheless, parents should contact MONTRI Customer Service directly in order to clarify any questions or concerns regarding activity bus services.
- ✓ In case of urgent requests, your child's after-school activity schedule has changed. Please inform MONTRI directly, calling is greatly appreciated for the fast communication.
- ✓ If a student does not arrive at the bus promptly in the afternoon as scheduled bus time, a student may wait for the next bus round if it is available, otherwise, the parents must arrange for alternative transportation to pick their child up from the school.

PASSENGER CODE OF CONDUCT



No Wait Policy

MONTRI' buses follow a "No-wait policy." This ensures the punctuality and efficiency of the bus service, minimizing delays for all students.

- ✓ Please plan to arrive at your pick-up point 5 minutes before your scheduled bus time. When a student is late, other students will be kept waiting at all remaining pick-up points.
- ✓ If the bus arrives on time and a student is not at the pick-up point, the Bus Driver will inform the office to get permission to move on and to document the time. This process will take about 3 minutes. When the permission is given, the bus will leave for the next stop regardless of whether or not the student has arrived at the bus.

Please Note: It is the responsibility of parents to arrange alternative transportation to school if a child(ren) missed the bus because he/she was not there to board the bus at the appointed time.

Seatbelt Policy



- ✓ All students are required to fasten the 3 - Point - Retractable seat belt at all times while on the bus.
- ✓ If a student does not comply with this regulation, the Bus Monitor will remind the student about the policy for the first offence.
- ✓ For the second or third offence, Customer Service staff will report to parent and send a copy of the report to the appropriate LFIB school office.

PASSENGER CODE OF CONDUCT (cont.)

- ✓ Please fasten your seatbelt when you get on the bus, or ask the Bus Monitor for assistance if needed.
- ✓ Do not stand or move around while the bus is moving.
- ✓ No one is permitted to save a seat for another person or leave belongings on the other seats. The seats must remain upright.
- ✓ Keep hands, arms and head inside the bus. Do not stick anything out of the window. The Bus Monitor will ensure that the bus door remains closed at all times, especially when the bus is in motion.
- ✓ Please talk quietly and do not talk to the driver unless it is an emergency. The driver needs to concentrate on driving, and distractions is a leading cause of accidents.
- ✓ The use of profane language, yelling, loudness or fighting is strictly forbidden. The Bus Monitor will supervise the bus riders and make a report if an incident happens.
- ✓ Do not deface or litter on the bus. Bus riders are expected to show respect for private and public property. Parents will be held accountable for any damages resulting from the behavior of their children.
- ✓ The Bus Monitor will not allow the bus riders to get off the bus at any undesignated points.
- ✓ All bus riders are responsible for their valuable belongings on the buses. Neither MONTRI nor LFIB will be responsible for items left or damaged on the buses.
- ✓ Please wait your turn and avoid crowding. Mind your step and ensure you have all your belongings.
- ✓ Sharp instruments and satay sticks are not permitted on MONTRI buses.
- ✓ Strong smell food and/or cup of drinks are not allowed on MONTRI buses.
- ✓ Bus riders and parents are expected to show respect to 'MONTRI' employees and fellow bus riders.
- ✓ If your child has allergies, please note that you must complete the consent to share allergy/medical condition details for your child(ren).

SAFETY FEATURES

3-Point-Retractable Seat Belt

3-Point-Retractable Seat Belts are installed for the safety and reliability of our service. Students are required to fasten their 3-Point-Retractable Seat Belt at all times. Bus Monitors will remind and assist students regularly.



School Bus Cleaning

- The bus drivers clean up the buses twice a day by using the antiseptic liquid around the seats, seatbelts, handles, etc.
- The school buses will be cleaned using a disinfectant sprayer once a COVID-19 case is found.



Speed Limit

'MONTRI' school buses will not be operated at speeds that exceed;

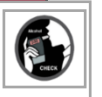
- 10-15 km./ hour on school ground
- 30-35 km./ hour on narrow street
- 60-75 km./ hour in municipal area
- 80 km./ hour on expressways

The speed will be further reduced in traffic, bad weather, and other circumstances to ensure safety for passengers, pedestrians and the general public.



Alcohol Check

- Each driver must pass a daily alcohol safety check, which utilizes our new and advanced Alcohol Electronic Detector before starting their duties.
- Failure to pass such checks will result in a day's suspension from work.



Training Programs

- Daily staff meetings are conducted by Chief Supervisors and Supervisors to respond promptly to concerns and problems that have arisen as well as to maximize customer satisfaction.
- Special conferences with guest speakers concerning smoking, alcohol, and drug abuse.
- Specialized training: First Aid & CPR, Child Protection, Defensive driving and Emergency response.



Maintenance

All Montri school buses meet Thai safety standards and undergo extensive maintenance inspections. Each day before operation, all drivers are required to perform a visual safety inspection of their bus and report any deficiencies. MONTRI has its own garage and Maintenance Department for prompt service.



Child Protection

การปกป้องคุ้มครองเด็ก

TYPES OF CHILD ABUSE



Emotional Abuse
การทำร้ายทางจิตใจ



Sexual Abuse
การล่วงละเมิดทางเพศ



Physical Abuse
การทำร้ายร่างกาย



Neglect
การถูกทอดทิ้ง



Child Labor
การใช้แรงงานเด็ก

DUTIES AND ROLES OF THE DRIVER AND BUS MONITOR

- 01 No photographing children under any circumstances.
- 02 No touching children (unless necessary).
- 03 No being alone with a child in a private place.
- 04 No asking for a child's personal information.
- 05 Please use polite language with children.

When encountering signs of abnormality in children, it's important to be aware of the following:

- The child's name.
- Date, time, and location.
- Other individuals present during the incident.
- Analyze potential factors contributing to the occurrence of misconduct (without interpretation).



SPECIAL PROVISIONS

CCTV

EXTERNAL

- A CCTV camera is installed on the windshield of buses to record driving performance.

INTERNAL

- Recording the current situation inside the vans/buses, such as unexpected behavior or misconduct.
- In case of an unusual incident, Customer Service staff reports the case with CCTV footage to the school authorities.
- The CCTV footage will be seen by authorized persons from MONTRI and the school.

GPS (GLOBAL POSITIONING SYSTEM) VEHICLE TRACKING DEVICE USAGE

- Bus Speed
- Breaking Paddle
- Driving Behavior
- Real-Time Location

FAST COMMUNICATION SYSTEM (PUSH-TO-TALK APPLICATION)

The supervisor team and 'MONTRI' Head office can keep good and fast lines of communication among the operation team; Bus Drivers & Bus Monitors to ensure the smoothness and quality of school bus service through push-to-talk applications installed on mobile phones.

SPECIAL PROVISIONS (cont.)

HERMES TRACKING APPLICATION

The "HERMES Tracking System" provided by PTT Digital Solutions Company Limited, offers several key benefits tailored for parents:

- **Real-time Notifications:** Parents receive notifications when their children board and alight from the school bus, ensuring peace of mind and awareness of their safety.
- **Live Location Tracking:** Parents have access to the real-time location of the school bus their children are on, enabling them to monitor the bus's progress and anticipate arrival times accurately.

These features collectively enhance the convenience, safety, and efficiency of the school bus transportation system.

Notes:

- ✓ Parents are required to install the Hermes School application from the App Store or Play Store.



- ✓ All students are required to tap their card when boarding and getting off the school bus.
- ✓ This additional service is only effective when students tap their card, as parent notifications depend on students' card usage in the morning and afternoon.

SPECIAL PROVISIONS (cont.)

TRAFFIC CONGESTION AND LATE HOME ARRIVAL

In case the home arrival time is likely to be late from the usual arrival time by 30 minutes or more (e.g. due to traffic), Customer Service staff will attempt to notify parents of the delay by SMS. Parents may also call Customer Service team if they have any queries regarding the drop-off time.

STEPS TO FOLLOW WHEN THERE ARE PROBLEMS WHILE TRANSITING

- When a school bus is having trouble while in transit, the bus will slow down and make way into the emergency lane or side of the road.
- Do not come out of the vehicle unless it is necessary. The Bus Driver will contact 'MONTRI' Head Office/Bus Managers/Bus Chief Supervisors who will then supervise closely, and take prompt actions accordingly. In this case, a standby bus will be immediately sent to pick up all remaining bus riders on the bus.

MEDICAL EMERGENCY

- If a bus rider gets sick on his/her way to or from school, the Bus Monitor will contact our Customer Service Dept. Customer Service staff will subsequently contact the bus rider's parent(s). If necessary, the bus rider will be taken to the nearest standard hospital, or the hospital of the parent's choice. A standby bus will be arranged to take the remaining bus riders' home or to school.
- If a bus rider gets sick before getting on the afternoon bus, the Bus Monitor will inform the Bus Supervisor. The bus rider will then be taken to the nurse's office where the school nurse will care for the bus rider and contact his/her parents.

EMERGENCY PROCEDURE



Bus Monitor and/or Bus Driver check(s) students for any injuries.

Also, Bus Driver inspects any damage to the vehicle.



Bus Monitor reports details of the incident to the Bus Supervisor and Montri Customer Service team. The Bus Monitor will then receive further instructions from the Bus Supervisor.



After receiving information from the Bus Monitor, Customer Service staff will immediately notify parents.



Injured student(s) is/are taken to the nearest hospital, or the hospital of the parent's choice.



After initial notification, parents and school officials may communicate directly to provide/gather additional information.

SCHOOL BUS INSURANCE

'MONTRI' procures insurance, throughout the contract term, that shall jointly insure 'MONTRI' and LFIB, as follows:

- I. Liability and accident insurance includes death, bodily injury, property and damage and medical payments resulting from automobile accidents. It also provides coverage for all domestic judgments, in favor of third parties, including at least all authorized bus riders.

A. Personal Accident

	Each Person	Each Occurrence	Per Policy Year or Aggregate
Death	฿ 200,000	As per total no. of bus riders	As per total no. of bus riders
Dismemberment	฿ 200,000	As per total no. of bus riders	As per total no. of bus riders
Permanent Disability	฿ 200,000	As per total no. of bus riders	As per total no. of bus riders
Medical Expenses	฿ 50,000	As per total no. of bus riders	As per total no. of bus riders

B. Liability to Passengers

	Each Person	Each Occurrence	Per Policy Year or Aggregate
Bodily Injury or Death	฿ 800,000*	฿ 6,000,000	฿ 6,000,000
Property Damage	฿ 200,000	฿ 200,000	฿ 200,000

Remark: * This amount includes Baht 200,000 mentioned in item A Personal Accident.

- II. Any other insurance required by law, or regulations that are issued by appropriate governmental authorities.

JOINING A BUS CONDITIONS

NON-REGULAR BUS RIDERS

Students who are non-regular bus riders and require the service to/from their address less than or equal to 3 days is charged with the daily rate as detailed in the table on Page 12.

BRINGING A FRIEND HOME

- MONTRI will not transport non-regular bus rider to sleepovers or birthday parties etc. to a stop that is outside of the designated location.
- Friends or non-regular bus rider can travel on the bus if he/she is traveling with a student who is a regular bus rider and is going to the designated stop.
- 'MONTRI' cannot allow students who are not on the bus roster to get on the bus without a permission letter from their parents.
- Bring a friend home service can be accommodated when there is a seat available. Bring a friend home rate as detailed in the table on Page 12.

PARENTS JOINING A BUS

Parents can accompany with their child(ren) if seats are available. The number of free rides per semester for parents is determined by the number of children enrolled in the bus service.

For example, a mother with a child enrolled in the school bus service is entitled to ride the bus for free of charge once per semester (One-way trip).

For additional rides, please be advised that parents will be charged as detailed in the table on Page 12.

Non-regular Bus Rider/Parent	Fee for School Bus Service	Fee for MRT/BTS Shuttle Service	Remark
One way trip - Morning	500 baht	500 baht	If seat is available
One way trip - Afternoon	500 baht	500 baht	If seat is available

NON-SCHOOL DAY

BUS SERVICE

In the event that the school requests school bus services on a non-school day for students attending exams or activities at LFIB, please be informed that an additional fee will be applied for students who wish to use the service on that day. The fee will be calculated based on address zones, as detailed below:

NON-SCHOOL DAY BUS SERVICE WITH BUS MONITOR / DOOR TO DOOR

■ School Bus Fee Term 1, 2 and 3/2025-2026 (Baht / Student / Two ways)

Zone 1 : 468 Baht

Zone 4 : 569 Baht

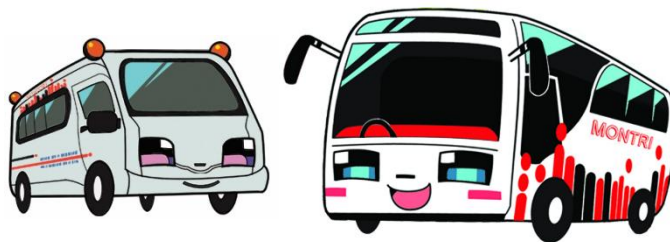
Zone 2 : 496 Baht

Zone 5 : 603 Baht

Zone 3 : 530 Baht

Zone 6 : 641 Baht

Remark: The one-way rate will be charged at 80% of round-trip transport.



RESPONSIBILITY FOR DELIVERY OF THE PS, MS, GS AND CP BUS RIDERS



RESPONSIBILITY FOR HANDING OVER BUS RIDERS

1. During the operation of the school bus under this agreement, MONTRI is responsible for ensuring the safety of students (hereinafter referred to as "bus rider") from the start of the bus operation until the bus rider gets off the bus. The responsibility of the bus rider's parents or guardians is as follows:

- When a bus rider gets off the bus and returns home or moves elsewhere at their own risk without following the bus operator's instructions.
- The bus rider's parents or guardians must arrive at the designated point in advance. MONTRI is responsible for the bus rider's safety until the handover is completed.

2. MONTRI will be responsible for any accidents or injuries that occur during the operation of the bus, but the responsibility for safety management after the bus rider gets off the bus at the designated point will rest with the bus rider's parents or guardians.

DELAY IN HANDOVER DUE TO FORCE MAJEURE

1. If the school bus is delayed due to a natural disaster, traffic incident/accident, or unforeseen circumstances (force majeure), MONTRI will endeavor to hand over the bus rider as soon as possible, but MONTRI shall be exempt from liability for any delay in handover as long as it is due to force majeure.
2. Even if the parents or guardians are not notified in advance about the delay, MONTRI shall not be held responsible for the location of delivery due to force majeure.

RESPONSIBILITY AFTER DELIVERY

1. Once the bus rider is handed over to the parents or guardians at the designated point, the responsibility for handing over passes to the parents or guardians. Any accidents or incidents involving the bus rider after that point are the responsibility of the parents or guardians.
2. If the parents or guardians change the delivery method in advance, he/she is obligated to notify MONTRI in advance in writing via email. If no notice is given, the responsibility for delivery will remain with the parents or guardians as previously agreed.

TERMINATION CLAUSE

TERMINATION OF AGREEMENT

The parents, guardians, bus rider or MONTRI may terminate the agreement in writing or through a designated method of notification if any of the following applies.

- If a bus rider seriously violates the terms of the agreement for school bus services and fails to correct the violation within four warnings from MONTRI.
- If the parents or guardians request to cancel the school bus services due to reasons that make the bus rider unable to use the school bus (e.g. transfer, moving, graduation, returning home, etc.).
- If performance of the agreement becomes impossible due to force majeure (natural disaster, war, riot, etc.).

METHOD OF NOTICE OF TERMINATION

The parents or guardians must provide a notice of termination at least one week in advance, either in writing or via email, which has been submitted directly to MONTRI.

TERMINATION OF AGREEMENT BY MONTRI

MONTRI may terminate this agreement for any of the following reasons:

- If the bus rider engages in any of the following acts that disrupt the operation of the school bus or that fall under the prohibited acts listed in the handbook, or the other acts that fall under the following after four warning from MONTRI. In such cases, no reimbursement of fees will be issued. (Examples: creating noise on the bus, engaging in dangerous behavior, being late, causing trouble to other bus riders, interfering with driver's duty etc.)
- If the bus rider's health condition changes after signing an agreement for school bus services, and we determine that the health condition may interfere with safety management and school bus operation.
- If MONTRI wishes to terminate the agreement, it must give 14 days' notice in advance to the bus rider's parents or guardians, and may terminate the agreement only after the notice has been submitted.

TERMINATION CLAUSE (cont.)

EFFECT OF TERMINATION

1. If this agreement is terminated, the bus rider will lose the right to use the school bus services from the effective date of termination.
2. If a refund is applicable for unused services following termination of this agreement, the refund will be made to the parents or guardians' designated bank account within four weeks of the termination date.
3. In cases of serious violations of the school bus service agreement, where the rider fails to correct the violation after four warnings from MONTRI, any fees already paid may be non-refundable even after the agreement is terminated.

SCHOOL BUS FEE SETTLEMENT AFTER TERMINATION

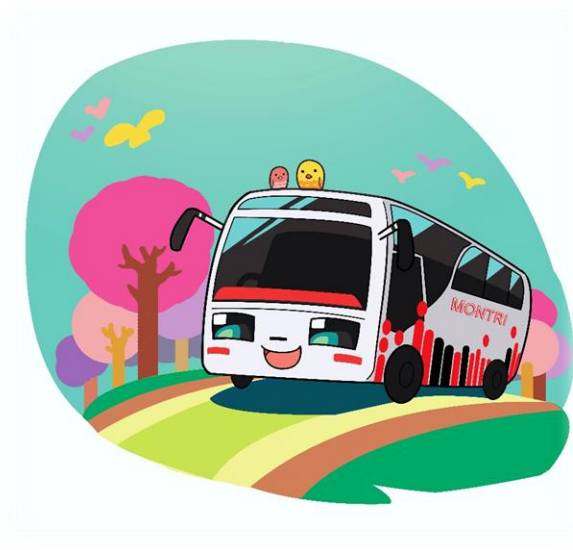
1. If this agreement is terminated, the temporary rates will be applied as follow:
 - **School term 1-2/2025-2026**
 - For school bus usage of more than 3 days and up to 20 days: An additional 25% will be applied to the normal fee.
 - For school bus usage of more than 20 days and up to 40 days: An additional 15% will be applied to the normal fee.
 - For school bus usage of more than 40 days: The normal fee applies, with no additional charges.
 - **School term 3/2025-2026**
 - For school bus usage of more than 3 days and up to 10 days: An additional 25% will be applied to the normal fee.
 - For school bus usage of more than 10 days and up to 20 days: An additional 15% will be applied to the normal fee.
 - For school bus usage of more than 20 days: The normal fee applies, with no additional charges.
2. If the parents or guardians have any unpaid amount before the agreement is terminated, the parents or guardians must pay it at the time of termination.
3. A late payment fee of 1.50% will be added to the monthly payment amount.
4. If a bus rider receives a warning but their conduct on the bus does not improve, MONTRI and LFIB reserve the right to deny the bus rider to use the school bus services.
5. If a bus rider seriously violates the terms of the agreement for school bus services and fails to correct the violation within four warnings from MONTRI. In such cases, no reimbursement of fees will be issued.
6. A late payment fee of 1.50% will be added to the monthly payment amount.
7. If this agreement is terminated, the refund will be calculated based on the temporary rates.

TERMINATION CLAUSE (cont.)

OTHER

1. If there are special circumstances regarding the termination, MONTRI and the parents or guardians shall negotiate in good faith and endeavor to resolve the matter amicably.
2. If the operation of the school bus is interrupted due to force majeure, MONTRI shall not be liable and shall be exempt from the obligation to provide refunds to the parents or guardians.

Should you have any enquiries or require further information, please do not hesitate to contact us at transport@montri.co.th.



CONTACT INFORMATION

MONTRI CUSTOMER SERVICE DEPARTMENT

Office Work Hours: Mon - Fri 08:00 AM - 06:00 PM

Telephone: 02-056-9499

English and Thai Ext.: 1310-1317,1326

Emergency: 081-466-3508, 086-341-8819

E-mail: transport@montri.co.th

Website: www.montri.co.th

MONTRI STANDBY OPERATOR

Out of Office Hours: Before 08:00 AM and After 06:00 PM

Telephone: 02-056-9499 (Press 0)

NOTE: The Standby Operator caters to only urgent cases or emergencies. For instance, if your child wakes up ill and you cannot send him/her to school. For all other requests and concerns, please contact our Customer Service Dept. during office hours.