



SCHOOL BUS HANDBOOK



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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} , Tle)		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 16.
- ✓ 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.

Please fasten your seatbelt when you get on the bus, or ask the bus monitor for assistance if needed. If a bus rider does not comply with this regulation, the bus monitor will remind the bus rider about the policy and report to the Customer Service staff. The Customer Service staff will provide reports to the parent, which can also be shared with the school as needed.

The bus monitor will not allow the bus riders to get off the bus at any undesignated points.

The bus rider will not be allowed to sit in the front seats without parental permission.

PASSENGER

CODE OF CONDUCT

(cont.)

Buses are not required to wait for the bus rider who is late for departure time. There is no call from MONTRI will be made to inform the parent in these particular circumstances. The afternoon trip, the bus rider should also be punctual for each specified departure time.

Important Note: If the bus rider missed the bus because he/she was not at the pick-up point to board the bus at the appointed time, it is the responsibility of the parents to arrange alternative transport.

The use of profane language, yelling, loudness or fighting is strictly forbidden. The bus monitor will supervise the bus rider and make a report if an incident happens.

Bus riders and parents are expected to show respect to 'MONTRI' employees and fellow bus riders.

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.

The bus rider is prohibited from eating, drinking, and smoking on the bus. However, they are permitted to drink water from their own water bottles and take motion sickness medication on the bus.

Sharp instruments, drinks in cans or glass bottles, and satay sticks are not permitted on MONTRI buses.

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.

All bus riders are responsible for their valuable belongings on the buses. Neither MONTRI nor the school will be responsible for items left or damaged on the buses.

The bus rider should be careful of their step and follow the queue when getting on and off the bus.

If your child has allergies, please note that you must notify MONTRI Customer Service Department and the school.

Please talk quietly and do not talk to the driver unless it is an emergency. The driver needs to concentrate on driving, and distraction is a leading cause of accidents.

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.

Transportation will commence on the date indicated and will continue until A NOTICE OF CANCELLATION IN WRITING OR VIA EMAIL has been submitted directly to 'Montri Customer Service' or the school.

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.



PARENT AND BUS RIDER RESPONSIBILITIES

MEDICAL INFORMATION & ALLERGY RESPONSIBILITY

MONTRI is not responsible for any medical issues or allergies. It is responsibility of the parent to inform the MONTRI of any medical concerns or allergies in advance. If the bus rider has allergies, the parent must complete the "Medical & Health Information" form on the Bus Application form or inform MONTRI Customer Service by email for recording.

HANDING OVER BUS RIDER(S)

During the bus operation based on this service, the responsibility for ensuring the safety of the bus rider from the time the bus rider gets on the bus until the bus rider gets off at the designated location belongs to MONTRI. However, once the bus rider gets off the bus at the designated location, the responsibility rests with the parent.

TERMINATION OF INDIVIDUAL SERVICE BY MONTRI

MONTRI may terminate the individual service with the parent for any of the following reasons:

1. If the bus rider engages in any disruptive behavior affecting the operation of buses or commit any of the following acts, and fail to correct such actions after receiving an advice from MONTRI:

- a) Remove the seat belt while the bus is in motion. (*It isn't allowed to leave a seat until the bus has fully stopped.)
- b) Reclining the seat back.
- c) Put the luggage on the seat. (*Unless there is no space and there are empty seats.)
- d) Opening and closing the door while the bus is moving.
- e) Obstruction of the driver. (*Except in emergencies.)
- f) Making noise/fighting/kicking the seat/putting one's feet on the seat back.

PARENT AND BUS RIDER RESPONSIBILITIES (cont.)

- g) Soiling the bus/throwing trash/destroying items inside the bus. (* In case of damage, the parent will be responsible.)
 - h) Eating and smoking on the bus. (*Only drinking water from their own water bottle and taking motion sickness medication are permitted.)
 - i) Use of stationery. (*The use of pencils and other sharp objects is prohibited on the bus.)
 - j) Harassing or causing inconvenience to other the bus rider.
 - k) Getting on and off the bus at an address other than the one registered. (*If the bus rider misses the bus stop, MONTRI will take the bus rider back to the designated drop-off point.)
2. If the bus rider experiences a change in their health condition after signing an individual service contract for the bus service and MONTRI determines that the health condition may interfere with safety management and the operation of the bus.
3. If MONTRI wishes to terminate the service, MONTRI must give a seven-day notice period to the parent in advance.

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.