

## YCIS Beijing School Bus Services Policy

### Objective

The school bus service is a crucial part in the daily operation of the school. To ensure a safe and reliable system of transportation and high-quality service to the community, we have formulated this policy, which aims to provide overall information about the school bus service for current users and potential users, as well as to inform all participants of the workings of the bus and to define each participant's role in the system.

### Scope

This policy applies to all stakeholders of YCIS Beijing (students, parents/guardians, staff, bus ayis, and outsourced service providers).

### Eligibility for Transport

School bus service is provided only for YCIS Beijing students aged 3 and older. In accordance with the Child Protection Policy, no parents or caregivers are allowed on the bus, except for the school bus Ayi.

### Fees

Bus Fees for the 2023-2024 School Year	
Distance	Price per Student
Below 5km	RMB1,500/month
5km-15km	RMB1,700/month
Over 15km	RMB1,850/month

### Refunds

For withdrawn students, please refer to the ***Departure & Refund Policy and Procedure*** for the 23-24 school year for more details. For enrolled students, parents who wish to cancel the bus service must notify the bus coordinator in writing by email one full month in advance. Bus fees for the current month are non-refundable; the remainder of the bus fee paid is refundable.

### Bus Routes and Bus Stops

Bus routes and bus stops are arranged to meet students' needs while minimizing the length of time the students travel on the bus. Prior to the start of every semester/school year, we review and optimize school bus routes based on the needs of students, including necessary changes to bus models.

### Arrival and Departure Times

School buses should normally arrive at the school by 8am and depart from the school following the schedule below. Should you want to know the arrival and departure time of a specific stop, please kindly contact the bus coordinator.



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<b>School Days</b>	<b>Departure Time</b>
<b>No CCAs</b>	3:20 pm
<b>With CCAs</b>	Normal bus 3:20 pm Late bus: 4:30pm

### **Pick-ups and Drop-offs of Students**

All school buses run following the scheduled times, route, and stop locations determined by the school.

The pick-up time in the morning indicates the departure time of the bus from that stop. Students should be ready and waiting at their bus stop prior to the scheduled arrival of their school bus. Please understand that the bus will not wait or return to pick up late arrivals.

### **Emergency Closing**

If the school bus is unable to run as usual due to force majeure factors such as traffic control, the school will notify the parents/guardians. If the bus breaks down or has an accident while driving, the school will try to arrange a back-up bus to complete the trip. If the school is unable to arrange a back-up bus, parents/guardians will be asked to pick up their child(ren) by themselves and the bus fee will be waived for that day.

### **Occasional Transportation**

Students who have a valid reason to change bus stops must get prior confirmation from the bus coordinator. Parents are asked to contact the bus coordinator and the school office 24 hours in advance. The bus coordinator will check and respond to parents' requests accordingly.

For students who don't use the school bus service but wish to apply for a temporary trip, parents are asked to contact the bus coordinator 24 hours in advance. The bus coordinator will check the availability of the seat and respond to parents accordingly.

Temporary rides are charged at the following rates, and payment needs to be settled prior to the ride.

<b>Distance</b>	<b>Price per student</b>
Below 5km	RMB 50/single trip
5km-15km	RMB 55/single trip
Over 15km	RMB 60/single trip

Students without prior requests and whose requests have not been confirmed by the bus coordinator are not allowed to ride the bus.

### **School Bus Ayis**

To ensure the safe driving of every school bus and the safety and comfort of each student, each school bus is equipped with a school bus Ayi to confirm students' boarding and exiting the bus at each stop and to ensure all bus rules are observed. The bus ayi's responsibilities in transportation are as follows:

- Arrive at the departure stop in advance, complete the daily checks of the bus and supplies.
- Supervise students as they board and exit the bus in a safe and orderly manner.
- Check the attendance.
- Supervise students to fasten seat belts, manage behavior and maintain order on the bus.
- Ensure any items left behind are returned to the students or handed over to the School Office in a timely manner.

## School Bus Management and Communication

The school bus coordinator, who is designated to supervise the operation of school buses, can be contacted for any bus related inquires, requests, or suggestions.

The contact information is as follows:

Email: [SchoolBus.YCISBJ@ycis.com](mailto:SchoolBus.YCISBJ@ycis.com)

Phone: (8610) 8585 1886 (7:30-16:30 on workdays)

The bus coordinator will respond to different scenarios according to the chart below:

Priority	Details	Response Time
<b>Accident</b>	Health and safety related	Within 3 hours
<b>Emergency</b>	School bus breakdown, temporary replacement of bus Ayi, etc.	Within 5 hours
<b>Normal Inquires or Requests</b>	New application for school bus service	Within 3 working days
	Application for temporary riding for non-bus students	Within 24 hours (excluding weekends or holidays)
	Application for temporary change of route/stop for regular bus students	Within 24 hours (excluding weekends or holidays)
	Application for permanent change of school bus service due to relocation, etc.	Within 2 weeks
	Cancellation of school bus service	24 hours (excluding weekends or holidays)
	Feedback on school bus service comments and suggestions	24 hours (excluding weekends or holidays)
	School administration issues notice about school bus	24 hours (excluding weekends or holidays)

## Changes of Bus Routes, Times, and Bus Ayis

The school will notify parents/guardians of bus students in advance of any changes to bus routes, times, or bus Ayis. In the case of emergencies that the written notice cannot be made in advance, a phone call will be made, and an email will be sent afterwards.

## Risk Management

Proper risk management related to safety and health is a top priority in the school bus operations. The school leadership team, school supporting department, and bus coordinator regularly inspect the condition of each school bus and the sanitation inside the bus. The school bus company is responsible for regular safety and driving skills training and assessment of all school bus drivers. The vehicles are all legally registered to be on the road, the drivers are licensed, and the relevant insurance is complete. School bus vehicle licenses, insurance policies, driver licenses, maintenance



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and repair records, vehicle driving records, passenger records, and all types of records are completely archived.



## Roles and Responsibilities

Responsibilities Item	School Management Team	School Bus Coordinator	Finance Department	School Office	Marketing and Admissions	School Bus Driver / Aji	Parents/guardians	Teachers
<b>School Bus Management</b>	✓	✓						
<b>School Bus Safety and Operation</b>	✓	✓				✓		
<b>School Bus Fees</b>		✓	✓		✓		✓	
<b>Student Behaviour Regulation</b>				✓	✓	✓	✓	✓
<b>School Bus Application/Change/Cancellation</b>		✓	✓	✓	✓		✓	✓
<b>Feedback/Suggestions/Accidents</b>	✓	✓		✓		✓		✓

## Bus Students Behavior Policy

- Be at the bus stop on time.
- Have the student ID card, bus card and school QR code while riding the bus.
- Follow the safety rules.
- Always be courteous to everyone.
- Speak quietly, do not fight, and do not throw objects on the bus or out of the window. No food or drinks (other than water) allowed.
- Under normal circumstances, all bus windows must remain closed. Keep all parts of your body inside the bus.
- Sit in the assigned seat and do not switch seats on your own during the trip. Seatbelts are to be buckled the whole trip.
- Follow the rules concerning the carrying on of personal belongings on the bus. No hazardous items are allowed on the bus.
- Make sure there is no oncoming traffic in both directions before crossing the road.
- No littering on the bus.
- Do not destroy property.

## Responsibilities of the Parent/Guardian

- Submit your application following the procedures should you need the school bus services. The school bus coordinator will need at least at least three working days (excluding weekends and holidays) to confirm new requests. Except for the first day of semester, new riders can only take the school bus from the afternoon of the first riding day.
- Notify the bus coordinator or the school office no later than 2:00 pm if you will pick up your child yourself on the day.



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- Inform the bus coordinator of any changes in home address which may result in possible changes on bus stops or bus routes at least 14 days in advance to allow the bus coordinator enough time to check whether any adjustments can be made.
- Present the bus card when collecting students from the bus stop.
- Inform the School Office of any changes in personal contact details.  
\*Secondary students who walk home alone will need to present a waking pass which can be applied for from the School Office.



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## School Bus Service Application Form 校车服务申请表

<b>Student Name</b> 学生姓名	
<b>Student Year Level</b> 学生年级	
<b>Parent/Guardian Name</b> 家长/ 监护人姓名	
<b>Home Address</b> 家庭住址	
<b>Parent Phone</b> 家长电话	
<b>Parent Email</b> 家长邮箱	
<b>Desired Bus Start Date</b> 校车使用时间	

If the school bus service can be arranged, a confirmation will be emailed to you with the final approved bus start date and details. 校车安排好后，我们会发一封确认信给您，其中包括校车相关信息、最终乘坐校车开始时间等信息。

I have hereby read the **School Bus Service Policy** and agree to the **School Bus Service Policy** and **School Bus Guidelines for Students**. I also agree to submit payment of the School Bus Transportation Service fee in advance of the desired service start date.

我已经阅读“耀中校车服务规定”，并且同意该校车服务政策所有内容和条款，也愿意接受耀中学生乘坐校车管理制度，并承诺会在乘坐校车前提交校车费用。

**Parent/Guardian Signature** 家长/ 监护人签名: \_\_\_\_\_

**Date** 日期: \_\_\_\_\_



## 北京耀中校车服务政策

### 目标

校车服务在学校的日常运转中起着十分重要的作用。本政策为现北京耀国际学校校车服务的整体运行，并向正在使用校车服务的学生家庭和潜在使用的学生家庭提供参考信息。此政策为校车管理提供全面指导，以不断提高服务质量和学生家庭满意度。

### 范围

本政策适用于北京耀国际学校的所有利益相关者（学生、家长/监护人、教职工、校车阿姨和外包服务商）。

### 路线和接送点

路线和接送点的安排是基于平衡所有学生的校车服务需求而定，尽量减少路途时间和接送次数。学校在每个新学年或学期开始之前会根据学生需求变化评估路线、校车时间表和接送点安排，并可能对校车车型、路线、时间表和接送点进行调整。学校保留改变校车路线、时间表、车型、站点的权利。

### 费用和退款

距离	2023/2024 学年校车费用
5 公里以内	1500 元人民币/月
5-15 公里	1700 元人民币/月
15 公里以上	1850 元人民币/月

乘坐单程校车与往返校车的费用相同。

### 退款

退学学生的校车退款政策请参照《23/24 学年退学与退费政策与程序》。

在校学生如需中止校车服务，家长须按校历提前一个整月通过邮件书面通知校车主管。收到该通知当月的校车费恕不退还，其余已缴纳的校车费可予退还。

### 校车制度

学校只为年满三岁以上的学生提供校车服务。非本校学生任何时间或理由都不允许乘坐本校校车。根据儿童保护规定，除校车阿姨以外，车上不得搭乘家长或看护人。

### 校车时间表

校车正常会于早上 8:00 前抵达学校，并按照下列时间表离开学校。如需要了解校车每站的具体接送时间，请通过邮件与校车主管联系。

学校上课日	离校时间
无联课活动	所有校车下午 3:20 发车
有联课活动	一趟校车 下午 3:20 发车

## 校车阿姨

每辆校车配有一名校车阿姨，协助校车途中学生行为的管理，保证安全的驾驶环境。

## 工作职责

- 提前到达校车发车地点，检查车内环境及物资，做好准备工作。
- 组织校车学生安全有序地乘坐校车，系好安全带。
- 学生上车后，校车阿姨核实学生及人数。
- 乘车途中，监督学生系好安全带，规范学生行为，维持车内秩序。
- 学生下车后，检查是否有学生遗忘在车上的物品应及时归还学生本人或交到学校办公室。

## 接送学生

校车遵循严格的时刻表和路线图运行。校车在早晨的接站时间是校车从该站点的出发时间。为确保全车学生能够准时到校，请务必安排学生提前在站点等候，准时上车。学校不会与迟到的学生家长联系，同时，校车也无法返回站点接个别迟到的学生，敬请理解。

## 临时调整或临时申请使用校车服务

乘坐校车学生如需要临时调整校车路线安排，请家长/监护人务必提前 24 小时（不含周末或节假日）通过邮件联系校车主管及学校办公室，校车主管将根据校车实际运营情况确认是否能够安排，再给予家长回复。

本校的非校车学生如果临时申请使用校车服务，亦请家长/监护人务必提前 24 小时（不含周末或节假日）通过邮件联系校车主管进行申请。校车主管将根据校车实际运营情况确认是否能够安排，再给予家长回复。如确认能够临时乘车，需要先缴纳临时乘车费，再乘坐校车。

临时乘车费用标准如下：

距离	2023/2024 临时校车费用
5 公里以内	50 元人民币/单程
5-15 公里	55 元人民币/单程
15 公里以上	60 元人民币/单程

未申请或申请未得到校方确认校车服务的学生不得乘坐校车。

## 校车停运

如遇交通管制等不可抗力因素造成校车停运，学校会通知校车学生的家长/监护人；如行驶中校车出现故障或事故，学校会尽量安排备用校车完成校车接送服务；如学校确实无法安排备用校车，将请家长/监护人自行完成学生接送，当日校车费用将给予减免。

### 校车线路、站点时间、校车阿姨的变更

如校车学生相关的线路、站点时间、校车阿姨发生变化，学校会提前通知校车学生的家长/监护人。如遇临时突发事件，无法提前书面通知时，会电话通知，事后补发邮件。

### 岗位和职责

事项 \ 职责	学校管理团队	校车主管	财务部	学校办公室	市场招生部	校车司机/阿姨	家长或\护人	老师
校车管理	✓	✓						
校车安全及运营	✓	✓				✓		
校车费用相关		✓	✓		✓		✓	
乘车学生行为规范				✓	✓	✓	✓	✓
校车服务的申请、变更、取消		✓	✓	✓	✓		✓	✓
校车服务的问题或事故	✓	✓		✓		✓		✓

### 沟通管理

校车主管代表北京耀国际学校作为具体联络人与校车学生的家长或监护人进行沟通，全面负责校车运营的管理，跟进校车服务申请、调整变化、取消、事件处理等。

通常校车服务相关通知均是由学校办公室通过正式邮件发送，发布的通知均由学校管理团队批准。特殊情况下，学校可能会通过电话进行紧急通知。

### 沟通方法

电子邮件: 电子邮件是通常的、正式的沟通方式。校车主管负责接收及回复问询、申请等。

校车服务官方电子邮件地址为: [SchoolBus.YCISBJ@ycis.com](mailto:SchoolBus.YCISBJ@ycis.com)

电话沟通: 电话沟通是一种较为快速的沟通方式，但不利于记录事件过程，我们会在紧急和特殊情况下使用这种沟通方式。校车主管办公电话: 8585 1886 (正常工作日 7:30-16:30)。



### 问题解决时效和优先级

优先级	详情	解决时间
突发事故	健康/安全/危害	3 小时
紧急情况	例如校车故障、临时更换校车阿姨等	5 小时
一般申请或反馈的回复	申请使用临时校车服务 当天申请临时取消放学校车服务 申请临时更换路线 新的校车服务申请 校车服务变更申请 校车服务的取消 关于校车服务意见与建议的反馈 校方发布有关校车的通知	24 小时（不含周末或节假日） 即时确认 24 小时（不含周末或节假日） 3 个工作日 两周 24 小时（不含周末或节假日） 24 小时（不含周末或节假日） 24 小时（不含周末或节假日）

### 风险管理

校车运营中做好与安全、健康相关的风险管理是重中之重。学校管理团队、校务部、校车主管会定期检查各辆校车状况，车内环境卫生。校车公司负责对所有校车司机进行定期安全、驾驶技能的训练和考核，车辆均合法上路，司机持证上岗，相关保险齐全。校车车辆证照、保险单、司机证照、保养和维修记录、车辆行驶记录、乘车人员记录、各类记录均须完整存档。

### 学生乘车行为规范

- 提前候车、准时乘车。
- 乘车学生须佩戴好学生卡、校车卡（或二趟校车卡）、入校二维码卡。
- 乘车学生须礼貌待人，尊重司机、阿姨和其他学生，听从校车阿姨的管理。
- 根据防疫要求，学生扫码、通过后方可乘车。
- 乘车途中，学生应全程保持就座，校车行驶过程中，不能调换座位，不得随意走动。
- 乘车途中，学生应全程系好安全带，不得打开窗户或将头、手伸出窗外。
- 乘车途中，学生不得大声喧哗、吵闹、丢掷物品等等，以免影响司机驾驶以及他人乘车。
- 学生书包或物品将由校车阿姨安排摆放在适当的位置，避免在校车刹车或转弯时移位。
- 学生不得乱动或损坏校车上的任何固定装置或配件。
- 学生须在下车时携带好所有个人物品，家长或监护人凭校车家长卡与校车阿姨交接。下车后，家长和学生应与即将驶离的车辆保持安全距离，确认没有危险时安全通过马路。
- 学生不能携带任何危险品上校车。
- 乘车途中保持校车的整洁与卫生，并随手带走所有垃圾。
- 学生不可以在校车上吃东西、喝饮料（饮水以外）。
- 学生不可以私自换乘校车。

## 家长/监护人责任

- 需提前申请校车服务，当收到校车主管确认后，及时缴纳校车费用。
- 校车主管需要至少三个工作日（不含周末和节假日）确认新的校车服务申请。学期中新申请乘坐校车的学生一律从校车服务开始日的放学开始第一次乘坐校车。只有在新学年或新学期开学的第一天，所有新申请乘坐校车的学生可在早上即开始乘坐校车来上学。
- 为了确保校车准时发车、学生准时到家，家长如决定某日自己到校接校车学生放学，请不晚于当天下午 2 点前通过电话或邮件的方式通知校车主管或学校办公室。
- （请不要通知校车阿姨或老师，以免信息不能及时传递）。
- 如因乘车学生家庭住址发生变动导致需要调整乘车路线，请家长/监护人至少提前两周以邮件方式与校车主管沟通新住址是否有校车站点等情况。学校只能在不影响其他乘车学生的前提下确认新住址校车安排。如由于家长原因未提前两周向校方提出调整路线要求，或由于校车既定的路线及时间表无法进行调整，或车辆满员等原因无法提供新住址校车服务，敬请家长谅解。
- 家长/监护人需要凭校车卡在下车站点接学生回家。如中学学生需要自己从校车下车站点独自回家，请家长/监护人提前向学校办公室申请自行回家通行卡，否则校车阿姨将拒绝中学生在没有家长/监护人在场的情况下下校车自行回家。
- 如家长/监护人的手机号码或联系方式发生变化，须在第一时间邮件通知学校办公室。



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## School Bus Service Application Form 校车服务申请表

<b>Student Name</b> 学生姓名	
<b>Student Year Level</b> 学生年级	
<b>Parent/ Guardian(s) Name</b> 家长/ 监护人姓名	
<b>Home Address</b> 家庭住址	
<b>Parent Phone</b> 家长电话	
<b>Parent Email</b> 家长邮箱	
<b>Desired Bus Start Date</b> 校车使用时间	

If the school bus service can be arranged, a confirmation will be emailed to you with the final approved bus start date and details. 校车安排好后，我们会发一封确认信给您，其中包括校车相关信息、最终乘坐校车开始时间等信息。

I have hereby read the **School Bus Service Policy** and agree to the **School Bus Service Policy** and **School Bus Guidelines for Students**. I also agree to submit payment of the School Bus Transportation Service fee in advance of the desired service start date.

我已经阅读“耀中校车服务规定”，并且同意该校车服务政策所有内容和条款，也愿意接受耀中学生乘坐校车管理制度，并承诺会在乘坐校车前提交校车费用。

**Parent/Guardian Signature** 家长/ 监护人签名: \_\_\_\_\_

**Date** 日期: \_\_\_\_\_