Conditions of Carriage for Public Buses in Singapore

**The Conditions of Carriage is a contractual agreement between passengers and public bus operators for the transport service rendered through Fare payments, and/or arising from the granting of permission to board free bridging bus services and free boarding of regular Public Bus Services specified herein.*

Introduction

1. All passengers agree to comply with these Conditions of Carriage when travelling on bus services operated by SBS Transit Ltd, SMRT Buses Ltd, Tower Transit Singapore Pte Ltd and Go Ahead Singapore Pte Ltd, being Public Bus Services (defined below), free bridging bus services and free boarding of regular Public Bus Services activated during train service disruptions, and shuttle bus services during train service closures ("**Public Buses**").

Conditions of Carriage

(A) Orderly and Decent Passenger Conduct

(i) Passengers shall comply with all signs in and on Public Buses, and co-operate and follow all reasonable instructions from Bus Captains ("**BC**"), Public Transport Officials, or any representative of SBS Transit Ltd, SMRT Buses Ltd, Tower Transit Singapore Pte Ltd and Go Ahead Singapore Pte Ltd.

(ii) Passengers shall behave in an orderly and lawful manner, without causing nuisance or annoyance to other passengers, BC of Public Buses, Public Transport Officials, or any representative of SBS Transit Ltd, SMRT Buses Ltd, Tower Transit Singapore Pte Ltd and Go Ahead Singapore Pte Ltd, including but not limited to by means of causing injury, verbal abuse or obstruction.

(iii) Passengers shall pay the correct Fare in cash when boarding, or tap their card/ device/ token when boarding and alighting from Public Buses. For passengers using concession cards, such passengers shall only use concession cards if they are eligible for the concession. Upon request by BC or Public Transport Officials, passengers shall present their cards/ devices/ tokens used for paying Fares, or Fare receipts.

(iv) Passengers shall not smoke onboard Public Buses.

(B) Safe Conduct

(i) Passengers shall not stand on the upper deck, or sit on the steps of double-deck Public Buses.

(ii) Passengers shall not misuse grab poles and handgrips in Public Buses, such as by swinging or hanging from handgrips.

(iii) Passengers shall not bring animals onboard Public Buses, unless expressly permitted by law.

(iv) Passengers shall:

(1) not bring into Public Buses (unless otherwise provided for in these Conditions of Carriage or expressly permitted by law)

(a) any article which is likely to:

(i) cause any inconvenience, obstruction, discomfort or injury to any passenger in Public Buses;

(ii) cause any damage to Public Buses or any property in Public Buses; or

(iii) soil Public Buses or any passenger or property in Public Buses;

and/or

(b) any article with dimensions exceeding 120 cm by 70 cm by 40 cm.

(2) only bring up to one foldable bicycle into Public Buses if:

(a) the bicycle is folded;

(b) the dimensions of the folded bicycle do not exceed 120 cm by 70 cm by 40 cm;

(c) the wheels of the foldable bicycle are covered in such manner so as to prevent any dirt on the wheels from being deposited in Public Buses or from soiling Public Buses or any passenger or property in Public Buses;

(d) the foldable bicycle's handle bars and pedals that extend beyond the frame of the bicycle are enclosed in such manner so as to minimise the risk of injury to any passenger in Public Buses, or damage to Public Buses or to any property in Public Buses; and

(e) for the duration that such a passenger with a permitted foldable bicycle remains in Public Buses:

(i) keep the bicycle folded, with its longest side in a vertical position;

(ii) comply with all the requirements in paragraphs 1(B)(iv)(2)(c) and 1(B)(iv)(2)(d) above;

(iii) where Public Buses have an upper deck, ensure that the bicycle is not placed on the upper deck or on the stairs leading to the upper deck; and

(iv) ensure that the bicycle is not left unattended, does not block the aisles of Public Buses or impede other passengers' movement while onboard Public Buses.

(3) only bring up to one personal mobility device into Public Buses if:

(a) the personal mobility device, if foldable, is folded;

(b) the dimensions of the personal mobility device or the folded personal mobility device (if foldable) do not exceed 120 cm by 70 cm by 40 cm;

(c) the wheels of the personal mobility device are covered so as to prevent any dirt on the wheels being deposited in Public Buses or soiling Public Buses or any passenger or property in Public Buses;

(d) any handle bar or pedal of the personal mobility device that extends beyond the frame of the personal mobility device is enclosed so as to minimise the risk of injury to any passenger in Public Buses, or damage to Public Buses or to any property in Public Buses; and

(e) for the duration that such a passenger with a permitted personal mobility device remains in Public Buses:

(i) where the personal mobility device is propelled by an electric motor, switch off the personal mobility device immediately after boarding Public Buses and keep the personal mobility device switched off;

(ii) where the personal mobility device is foldable, keep the personal mobility device folded, with its longest side in a vertical position;

(iii) comply with all the requirements in paragraphs 1(B)(iv)(3)(c) and 1(B)(iv)(3)(d) above;

(iv) where Public Buses have an upper deck, ensure that the personal mobility device is not placed on the upper deck or on the stairs leading to the upper deck; and

(v) ensure that the personal mobility device is not left unattended, does not block the aisles of Public Buses or impede other passengers' movement while onboard Public Buses.

(v) Passengers using a personal mobility aid shall ensure that the dimensions of the personal mobility aid do not exceed 120 cm in length, 70 cm in width and 150 cm in height (measured from the floor to the top of the personal mobility aid or the passenger's head when seated on the personal mobility aid, whichever is higher).

(vi) Passengers shall not speak to BC while onboard moving Public Buses, unless there is a reasonable cause to do so.

(vii) Passengers shall not bring strollers on the upper deck or on the stairs of double-deck Public Buses. Passengers with strollers onboard Public Buses shall not at any time leave their strollers unattended, block the aisles of Public Buses or impede other passengers' movement onboard Public Buses. Passengers with strollers onboard Public Buses should hold on to the strollers for safety if a child is seated in such a stroller.

(viii) Passengers shall not activate any emergency or safety devices onboard Public Buses, except for the intended purposes of such devices and in accordance with the instructions printed thereon.

(ix) Passengers shall not damage or deface any parts of Public Buses.

(C) Maintaining Public Health and Cleanliness

(i) Passengers shall not board Public Buses with clothing that are in a condition likely to damage the Public Buses, or cause nuisance, annoyance or injury to any other passenger.

(ii) Passengers shall not put their feet or any footwear on the seats, handles, against grab poles, or any parts of Public Buses (aside from the floors of Public Buses).

(iii) Passengers shall not eat or drink onboard Public Buses. Passengers shall tie or seal up open drinks and containers to prevent spillage onboard Public Buses.

(iv) Passengers shall not engage in any personal grooming (including but not limited to nail clipping) onboard Public Buses which may soil Public Buses or any other passenger or property within Public Buses.

(v) Passengers shall not spit, place or throw litter, or soil any fittings, equipment or property onboard Public Buses.

(D) Ensuring Gracious and Inclusive Public Transport Journeys

(i) Seated passengers (especially those in priority seats) should offer the seat to other passengers who may need it more, including but not limited to, elderly passengers, pregnant passengers, passengers with disability or who have mobility difficulties, young children, unwell passengers, or passengers with a "May I Have a Seat Please" identifier.

(ii) When Public Buses are crowded without vacant seats, each passenger (and his belongings) shall not occupy more than one seat, or obstruct other passengers' use of other seats.

(iii) When Public Buses are crowded, standing passengers shall move as far as possible to the back of Public Buses, without obstructing other passengers from boarding or alighting.

(iv) When Public Buses are crowded, passengers with strollers shall fold their strollers, and give priority to a wheelchair user in the wheelchair bay onboard Public Buses.

(v) Passengers shall not bring onboard durians that are not in vacuum-sealed packaging, or are in a form that may cause hurt, harm or discomfort to other passengers, or damage or soil Public Buses.

(vi) Passengers shall not speak on the phone, or with other passengers, or operate any device, at a volume that causes nuisance, annoyance or inconvenience to other passengers. When using a phone or other device emitting sound onboard Public Buses, passengers should use an earpiece or headset.

Non-Compliance with these Conditions of Carriage

2. Where there is any non-compliance with these Conditions of Carriage by passengers onboard Public Buses:

(A) BC can instruct non-compliant passengers to comply immediately; and

(B) Passengers who remain non-compliant despite BC's instructions to comply, can be instructed by BC to alight from such Public Bus without Fare refund.

3. Where there is continued non-compliance, BC can:

(A) Stop operating the Public Bus until the non-compliant passenger leaves the Public Bus; and/or

(B) Request for Police assistance, and stop operating the Public Bus until the matter is handed over to the Police.

Definitions

4. "**Public Buses**" shall have the meaning as set out in paragraph 1 of these Conditions of Carriage.

5. "**Public Bus Service**" means a service consisting of the carriage of passengers, for a Fare, by buses operated –

(A) at predetermined timetables; and

(B) on a fixed route on roads for journeys wholly or partly within Singapore with 2 or more bus stopping points within Singapore,

provided under a public bus services contract entered into by the Land Transport Authority of Singapore under the Bus Services Industry Act 2015.

6. "**Fare**" means the price payable by an individual passenger for any bus service, and includes the provision of, or arrangement for, a discount, concession, allowance, rebate or credit applying in relation to the price payable for use of that service.

7. "**Public Transport Official**" refers to any person appointed as a public transport official under the Public Transport Council Act 1987.