

HORIZONS WEST



WELCOME TO
HORIZONS WEST



WELCOME

Guildford Grammar School students, parents and community, at the start of the 2024 school year Horizons West will be taking over the morning and afternoon school bus services for Guildford Grammar, and we cannot wait. As your new bus operator, we're an integral part of your child's day, so we thought we'd tell you a little about us, who we are and what we do.



WHO ARE WE?

At Horizons West Bus and Coachlines, our mission is to provide industry-leading passenger transport and bus charter services to the WA community. With an unwavering commitment to exceptional customer service and a focus on individual customer requirements, Horizons West have successfully delivered passenger transport services for the past 36 years and have established ourselves as a trusted partner for WA's most prestigious Schools & Colleges.

Strengthened by our new partnership with Transit Systems, the Kelsian Group of companies its extensive passenger transport network, Horizons West have never been better positioned nor more capable to maintain its standing as WA's premier charter bus service provider through the delivery of intelligent transport solutions and brilliant customer experiences.



WHAT DO WE DO?

Horizons West provide various bus & coach charter services to many businesses and industries across Perth.

These include but are not limited to; School Bus Services, Sports & Excursions Transfers, Wedding Transport, Wheelchair Accessible

Transport, Festival & Event Transfers, Community Shuttle Bus Services, Regional Tours and Airport Transfers. Having specialised in the Education Industry we have an unparalleled commitment to safety and quality customer service, so we know how important it is to get our passengers from point A to point B intact, in comfort and on time.



WHAT WE OFFER

We are not just a bus operator. Further to our bus & coach charter services, we provide many additional services to heighten the customer experience and provide a safe and reliable service. These additional services are;

A purpose built **Repair & Maintenance Workshop** housed at our Welshpool facility and staffed by highly skilled technicians. As a licenced repairer we complete all repair & maintenance work on our vehicles in line with our preventative maintenance program. This ensures our vehicles are kept in tip top condition.

Our exclusive, in-house **bus tracking and e-commerce platform** makes catching the bus and paying for bus fares a whole lot simpler. The **Swype platform** offers Parents and Guardians the chance to pay for bus fares through a user-friendly online portal or smartphone app. On top of that, Swype offers peace of mind by providing live bus tracking for your school's bus services. You'll know where the bus is at all times, even where your students board and disembark our buses.





We understand that the start of school term can be a busy time for both kids and parents, so to prevent you from 'winging it' and trying to wrap your head around our Swype app, we've put together a simple 'How To' on how to get the app, how to sign up and some key functions to take note of.

How do I get it? Our web-portal is available via swype.cloud. To download our smartphone app, simply click on the links below to take you through to the App or Google play store. Once you're there, search for "Swype" and look for our logo.

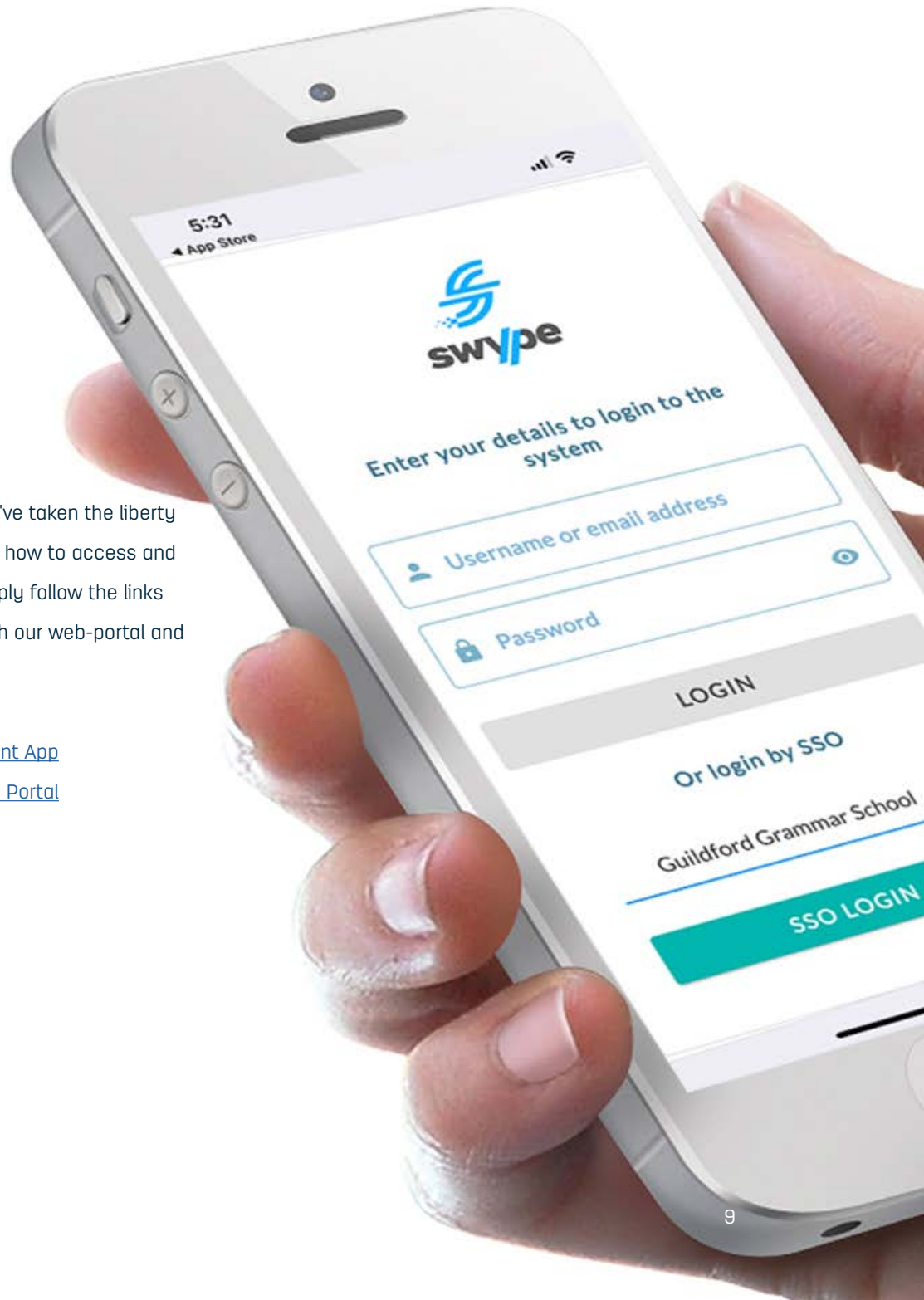


How do I sign up? The great thing is, you don't need to. We've already done it for you. With the support of the team at Guildford Grammar, we're recycling your parent portal credentials so you don't have to create yet another username and password.

Simply visit swype.cloud, click "Login by SSO", select Guildford Grammar and enter your credentials. You'll be authenticated and redirected back to Swype.

How do I use it? We've taken the liberty of developing User Guides on how to access and use the Swype platform. Simply follow the links below for User Guides on both our web-portal and our smartphone app.

- [Swype User Guide - Parent App](#)
- [Swype User Guide - Web Portal](#)



ROUTES & TIMETABLES

Having operated school bus services for over 36 years, we understand how tricky it can be to change things up and break the habits of those students catching a bus to and from school.

To ensure a seamless start to the term, we aren't touching a thing. The routes and times will be identical to those in 2023, all of which are available through the Swype app.

For more information pertaining to the school buses, please visit [this link](#).



FREQUENTLY ASKED QUESTIONS

At Horizons West we have an open door policy. That applies to our staff, our customers and our customer's customers (you). If you ever have any queries please feel free to contact our friendly staff and we'll be sure to help assist you wherever we can. To save you the hassle of getting in touch, we've put together some responses to Frequently Asked Questions.

When should my child be at the bus stop? We ask that all students wishing to catch one of the Guildford Grammar School bus services be at the desired stop no less than 5 minutes prior to the scheduled stop time. This will help account for changed traffic conditions and ensure your child does not miss the bus.

How do I know if the bus is running late? Our Swype smartphone app provides real-time tracking on all Guildford Grammar School buses. It updates as frequently as every 10 seconds so you can pin point the current location of the school bus at any time. We also send out Push Notifications through the app for any buses that may be running behind schedule. Be sure to allow Push Notifications on your device otherwise you might miss out on these.

Do I need to let anyone know that my child is catching the bus? If your child has never used the bus service before it is best to let the school know of your intention to start using the service. Be sure to let them know if your child will be using it in the morning or the afternoon (or both) and what stop you are looking to use.

Who do I contact if I have a query about the bus service, route or timetable? We ask that all enquiries relating to the bus service, the route, the timetable or any other concerns be directed to the school personnel as outlined in the Key Contact section of this document.

Who do I contact if I'm having issues with Swype? We know everything there is to know about our app. If you're experiencing issues when using it or need some assistance getting it set up, call our dedicated support team on 1300 974 937 or via support@swype.cloud and we'll get you on the right track.

KEY CONTACT PERSONNEL

Please find below a list key personnel from both Hale School and Horizons West should you have any queries regarding the school buses and ancillary services.

Danny DeHoog - Transport Services Manager

P: 0450 606 314

E: danny.dehoog@ggs.wa.edu.au

Horizons West Customer Service

P: (08) 9351 8980

E: bookings@horizonswest.com.au

Swype Support

P: 1300 974 937

E: support@swype.cloud

James Turner – General Manager – Horizons West

P: (08) 9351 8980

E: james.turner@horizonswest.com.au







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