



## Notes to Users

- 1) All Rehabus services would remain normal when the Hong Kong Observatory issues the Tropical Cyclone warning signal ("Typhoon Signal") No. 3. When the Hong Kong Observatory issues a Typhoon Signal No. 8 or above, for the safety of all the users and captains, all services will be halted until the Typhoon Signal No. 8 is cancelled or changed to a lower one. **Please refer to Section 8 below for particular arrangements for each service line.**
- 2) After the Typhoon Signal No. 8 is cancelled or changed to a lower signal, we will resume our services as soon as possible.
- 3) The effect of a rainstorm on the traffic conditions may vary among different areas. There may be serious traffic congestion caused by flooding in certain places. As a result, the arrival times of the vehicles would be delayed and/or the routes would have to be changed. Your understanding and patience would be highly appreciated. In case the boarding/pick-up times and places need to be changed, our captains would contact the users of such temporary arrangements whenever necessary.
- 4) When Hong Kong Observatory issues a Typhoon Signal No. 8, our captains will communicate with the passengers/on-board users and try to take them to safe locations (i.e. the boarding places or destinations) under the circumstances where the weather and traffic conditions are acceptable.
- 5) We recommend users to keep contact with the captains and pay attention to the news/weather reports/announcements from the Hong Kong Observatory and the Transport Department so as to decide their own transport arrangements based on their own situations and personal safety, users may determine whether or not to use Rehabus service. If users decide not to use the service, please inform our captains as soon as possible. No matter Rehabus can provide the service as scheduled or not, we shall not be responsible for any incident(s) occurred before the users have boarded and/or after they have alighted from our vehicle(s).
- 6) When service is resumed as usual, users should wait and keep patience in safe places as the traffic conditions and the re-scheduling may take some time. Our duty officer(s) or captain(s) would contact the users for the necessary make-up arrangements.
- 7) For enquiries regarding the contingency arrangements, please call our service hotline 2817-8154 or visit our website: <http://www.rehabsociety.org.hk> (select [Our Services][Transport & Travel][Rehabus Service]).

8) Contingency Arrangements for each particular Rehabus service:

8.1) **Dial-a-Ride Service** [applicable to Typhoon Signal No. 8 or above]

|  |  |
|--|--|
| In force at or before the appointed time | Service would be suspended until the Typhoon Signal No. 8 or above is cancelled.   |
| Issued during journey                    | Our captains would try their best to take the on-board users/passengers to safe locations as quickly as possible. For users who have not boarded the vehicles, our captains would inform them the trip is cancelled. |

- After the Hong Kong Observatory has cancelled the Typhoon Signal No.8 or above, we would resume our service as usual as soon as possible. Besides, we would try our best to re-arrange service(s) to those users who have not used the vehicle(s) because of the Typhoon Signal, in accordance with their requests, but they would be charged for another booking.
- When the Hong Kong Observatory issues Typhoon Signal No.3 or below, users should inform Rehabus office or the captain as soon as possible if changing or cancellation of the journey is needed. We would still charge the fee(s) as listed in the "Rehabus Charge Table". If the users wish to apply for a waiver, the application will be processed according to "Dial-a-Ride Service Additional Charges and Waiving Mechanism".

8.2) **Feeder Service** [applicable to Typhoon Signal No. 8 or above]

|  |   |
|--|---|
| In force before the first departure as scheduled                 | Service would be suspended until the Typhoon Signal No. 8 or above is cancelled.  |
| An early alert for a higher Typhoon Signal issued during journey | Service remains normal.   |
| Issued during journey  | Our captains would try their best to take the on-board passengers to a safe locations as quickly as possible (i.e. the alighting location requested by the user should be one of the stops in the schedule) |
| After cancellation   | We will try our best to resume the service as usual, according to the scheduled time and places to pick up our users, within 2 hours if possible. Users may contact the captain for the arrival time(s).    |

8.3) **Scheduled Route Service**

8.3.1) Morning Trips

| Type/time of the Typhoon Signal:  | To workplace  | To school / sheltered workshop   |
|---|---|--|
| Typhoon Signal No.3 or below  |   |  |
| Still in force at 0615 or an early alert for a higher Typhoon Signal issued | Pick up and take users to workplaces as usual   | Users to special schools or sheltered workshops should pay attention to the Government's announcements as these organizations, would normally suspend their services when Typhoon Signal No. 3 or above is in force. We recommend users to keep contact with our captain and Rehabus will pick up users to go to school as usual if necessary. |
| Cancelled before 0615   | Service remains normal.   |  |
| Typhoon Signal No. 8 or above   |   |  |
| Still in force at 0615 or an early alert for a higher Typhoon Signal issued | Service would be suspended and morning trips of Scheduled Route Service would be cancelled.   |  |
| Cancelled at or before 1200   | If the traffic condition allows, Rehabus would provide special arrangement for users to workplaces. Our captain would contact the users within 1 hour after the alert and confirm the pick up time and place. | According to Education Bureau's announcement, if there is class suspension or service suspension of sheltered workshop, Scheduled Route Service would be cancelled.  |

### 8.3.2) Afternoon Trips

|  |  |                                       |
|--|--|---------------------------------------|
| Typhoon Signal No. 8 or above  |  |                                       |
| <b>Type/time of the Typhoon Signal :</b>   | <b>To workplace</b>  | <b>To school / sheltered workshop</b> |
| In force or an early alert for a higher Typhoon signal issued before the return trip | The captain would contact the users within 1/2 hour after the announcement to arrange an early pick-up time. In case the users do not accept such special arrangement, the trip will be cancelled automatically. |                                       |
| Cancelled before return trip   | Service remains as usual.  |                                       |

### 8.4) Pooled Dial-a-Ride Service

#### 8.4.1) Trips on Fridays, Sundays and Mondays :

Time of service of the first stop is at or before 1430 【 applicable to Typhoon Signal No. 8 or above】

|                             | Friday<br>(return to home)   | Sunday<br>(return to centre) | Monday<br>(return to centre) |
|-----------------------------|--|------------------------------|------------------------------|
| Cancelled at or before 0615 | Service remains as usual.  |                              |                              |
| Cancelled at or before 1200 | We will inform users of the arrangements within 2 hours.   |                              |                              |
| Still in force after 1200   | Service for the day would be cancelled. In accordance with the requests from those users who have not used the service because of the Typhoon Signal No. 8, we would try our best to arrange vehicles for them to use on the following day, after the Hong Kong Observatory has cancelled the Typhoon Signal No. 8. Our duty officer or captains would inform the users of the pick up schedule. In case the users do not accept the pick up schedule, the transportation service will be cancelled automatically. |                              |                              |

#### 8.4.2) Trips on Fridays, Sundays and Mondays :

Time of service of the first stop is after 1430 【 applicable to Typhoon Signal No. 8 or above】

|  | Friday<br>(return to home)  | Sunday<br>(return to centre) | Monday<br>(return to centre) |
|--|---|------------------------------|------------------------------|
| In force or an early alert for a higher Typhoon Signal issued before or during the time at the first stop of the service | Service for the day would be cancelled. In accordance with the requests from those users who have not used the service because of the Typhoon Signal No. 8, we would try our best to arrange vehicles for them to use on the following day, after the Hong Kong Observatory has cancelled the Typhoon Signal No. 8. Our duty officer or captains would inform the users about pick up schedule. In case the users do not accept the pick up schedule, the transportation service will be cancelled automatically. |                              |                              |

#### 8.4.3) Trips on Saturdays 【 applicable to Typhoon Signal No. 8 or above】

|                             | Saturday (return to home)  |
|-----------------------------|--|
| Cancelled at or before 0615 | Service remains as usual.  |
| Cancelled after 0615        | Service for the day would be cancelled. If the Hong Kong Observatory cancels the Typhoon Signal No. 8 or above afterwards on that day, our duty officer or captains would contact the users. If the users need the Pooled Dial-a-Ride service on that day, we would try to make necessary arrangements depending on the actual operational procedures. In case the users do not accept the pick up schedule, the transportation service will be cancelled automatically. |

8.4.4) If the Pooled Dial-a-Ride Service on Fridays and Saturdays (return home) is affected by the Typhoon Signal No. 8 or above, we would provide make-up arrangements after the signal is cancelled. Considering that the users may have other arrangements or may stay overnight, we would contact each individual user to confirm the arrangements of the trips (return to centre) for the following Sundays or Mondays. If necessary, service would be arranged according to the original schedule of the trips for Sundays or Mondays (return to centre).