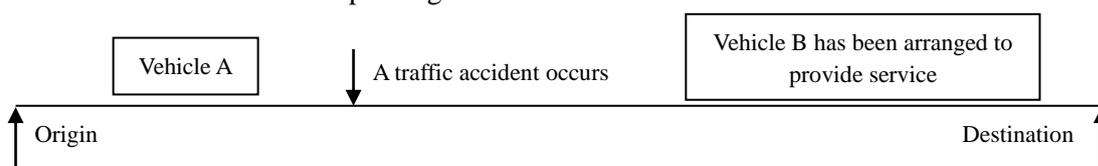




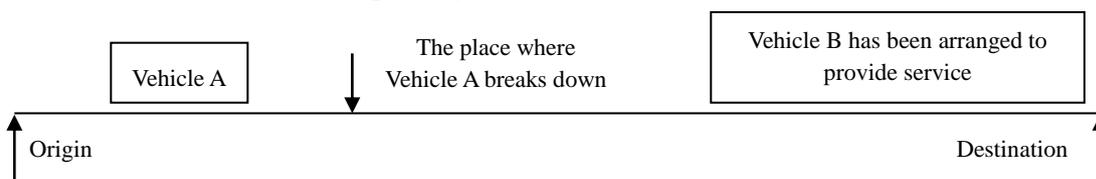
- 1) Rehabus has made reference to practices of other public transport operators in handling fares when special incidents occur, i.e. **no fares will be charged if we fail to transport passengers to destinations due to incidents.**
- 2) If our driver fails to pick up passengers at the designated time due to an incident, or an incident occurs during a journey, we will try our best to arrange for other vehicle to pick up and transport the affected passengers. Please refer to the case illustration below for the handling of fares.

## 2.1) Case illustration: a rehabus with passengers on board is involved in a traffic accident



- a. Passengers are not injured and continue the journey
  - Kilometer Charge: the sum of (kilometers driven by Vehicle A) + (kilometers driven by Vehicle B)
  - Time Charge (minimum 1 hour): the sum of (travel time of Vehicle A) + (travel time of Vehicle B) \*  
\* **The time waiting for Vehicle B will not be counted.** A minimum charge of one hour will be levied if the total travel time of Vehicle A and B is less than an hour.
  - Service Charge: will be charged once only (HK\$5)
- b. Passenger(s) is/are injured and being sent to hospital for treatment
  - An individual user or all passengers of an organization user have been sent to hospital (i.e. we fail to transport the passengers to the destination): no charge will be levied.
  - Organization user: If one of the passengers has been sent to hospital for treatment while other passengers are transported to the destination by rehabus, such organization user will be charged in the same way as mentioned in 2.1a above.
- c. Passengers are not injured but prefer using other modes of transport
  - Kilometer and Time Charges: fares will be charged as usual (i.e. charged on distance (the actual kilometers driven from the origin to the place where the traffic accident occurs), time plus a service charge of HK\$5).

## 2.2) Case illustration: a rehabus with passengers on board breaks down



- a. Passengers continue the journey
  - Kilometer Charge: the sum of (kilometers driven by Vehicle A) + (kilometers driven by Vehicle B)
  - Time Charge (minimum 1 hour): the sum of (travel time of Vehicle A) + (travel time of Vehicle B) \*  
\* **The time waiting for Vehicle B will not be counted.** A minimum charge of one hour will be levied if the total travel time of Vehicle A and B is less than an hour.
  - Service Charge: will be charged once only (HK\$5)
- b. Passengers prefer using other modes of transport
  - Kilometer and Time Charges: fares will be charged as usual (i.e. charged on distance (the actual kilometers driven from the origin to the place where the vehicle breaks down), time plus a service charge of HK\$5).

- 3) If a passenger does not wait for a vehicle arranged by us and leaves immediately, no compensation will be made by us.