

Dial-a-Ride Service Surcharges and Waiving Mechanism

Revised Version: applicable to bookings of service date on or after 1st September 2013



香港復康會
The Hong Kong Society
for Rehabilitation
復康巴士
Rehabus

To ensure effective use of resources and remind our users to plan carefully before booking Rehabus service so as to avoid wasting resources and affecting services to those in need, after discussions at the meetings of User Liaison Group and Rehabus Management Committee (RMC) which have consolidated experience from the implementation of the surcharges and waiving mechanism at different times, the Dial-a-Ride Service (DAR) Surcharges and Waiving Mechanism, which complies with the principle of fairness and auditing standards, is formulated on 1st April 2006 for our users.

In 2012-13, responding to the service needs and our users' views, we have made several discussions on amending the rules for imposing surcharges and adjusting the scope of the waiver. New amendments, which are applicable to DAR bookings of service date on or after 1st September 2013, have been approved by RMC. Our interpretation of the rules and decision should be final and conclusive. Users should visit our website from time to time or make enquiries to our staff for any changes in these rules.

- 1) Surcharges: we impose surcharges on users who violate the rules according to [Appendix I].
 - To prevent individual users from booking vehicles for re-hiring or for organizations, any individual user who makes a booking must be one of the passengers of the trip (i.e. the actual user). Individual users who have made bookings for more than one vehicle are subject to surcharges applicable to organization users.
 - Payment methods: for users who need to pay surcharges incurred from DAR service bookings in the last month, a payment notice will be issued in the middle of the current month with the payment due date on the 28th day of the following month. If the payment notice is not received on or before the 20th day of the current month, users should contact our Accounting Department staff (phone no.: 2817 8154, press 1, 1, 6, 2, 2) to avoid payment delay. Users who fail to pay fares or surcharges (if any) before due date will be treated in accordance with the “Notes for Dial-a-Ride Service Users (Applicable to 4 or less Passengers (Small Group))” (FED/SG/01e) and the “Notes for Dial-a-Ride Service Users (Applicable to 5 or more Passengers (Large Group))” (FED/LG/01e).

On the other hand, since individual users pay fares immediately after receiving services, if surcharges are incurred from bookings of individual users, they should settle the payment after receiving the payment notice. As organization users normally settle payments on a monthly basis, a payment notice for surcharges will be issued together with the monthly invoice so that they can settle the fares and surcharges at the same time.
- 2) The purpose of setting up the waiving mechanism: It is understandable that users may cancel or change bookings due to various reasons. Based on the principle of fairness, the mechanism specifies the criteria for waiving surcharges to allay users' concerns. Users may apply for a waiver under the mechanism when necessary.
- 3) Scope of the waiver: Please refer to [Appendix II] for details. If any users have other special reasons which are not listed in [Appendix II], they may submit applications in writing for our consideration. Any decision of Hong Kong Society for Rehabilitation should be final and conclusive.
- 4) Procedure for waiver applications: For the effective implementation of the mechanism, applicants should submit applications for waiving of surcharges in writing[^] together with the relevant valid supporting documents as shown in the [Appendix II] by the end of the month in which the payment notice is issued, otherwise the application will not be considered.

[^] “Application Form for Waiving of Dial-a-Ride Service Surcharge” (FED/07) is available by calling our service hotline at 2817 8154 or downloading from our website www.rehabsociety.org.hk [Our Services][Transport & Travel][Rehabus Service].

FED/10e/1117 - a total of 7 pages together with [Appendix I] and [Appendix II]

1. Cancellation Charge ^:

Due to the revision of the notice period, the terms of “cancellation with prior notice” and “cancellation on the spot” have been changed.

Note^ If any user acknowledges the vehicle arrangement for his/her booking (regardless of successful or stand-by booking when the booking is made) and fails to notify us of the cancellation by 1600 (i.e. 4pm) on the day before the service required date, cancellation charge will be levied because such cancellation will incur general administrative costs, involve the deployment of resources and affect services to other users in need. Besides, due to the keen demand for our services during peak hours, users should be more prudent when making a booking. Therefore, the surcharge for cancellation of bookings during peak hours by individual users has been revised to HK\$50 per vehicle and that for the cancellation of bookings during non-peak hours remains at HK\$29 per vehicle.

If any user fails to notify us of the cancellation of 2 trips on a single day (i.e. a round trip) by 1600 on the day before the service required date, surcharges will be levied for each vehicle involved. For example, if a user has been arranged vehicles for a round trip, among which one trip during peak hours and one trip during non-peak hours are requested, and the user notifies us of the cancellation of the round trip after 1600 on the day before the service required date, surcharges of HK\$50 and HK\$29 (a total of HK\$79) will be levied.

Types of User	Vehicle Models (i.e. user has requested a specific vehicle model when making the booking)	No. of Vehicle cancelled	1.1. Cancellation Charge ^ (Per Vehicle) The charge will be levied because users fail to notify us of cancellation by 1600 on the day before the service required date		1.2. Charge for Cancellation of 3 Vehicles or Above (Per Vehicle)
			1.1a For Bookings during Peak Hours (i.e. Service starts before 1059 and between 1500 and 1859 from Monday to Saturday, excluding public holidays)	1.1b For Bookings during Non-peak Hours (i.e. bookings outside peak hours as specified in 1.1a shown on the left)	If any organization makes booking for 3 vehicles or above and notifies us of cancellation of 3 vehicles or above in less than 7 days prior to the service required date, an extra charge will be levied
Organization	23-seater (i.e. vehicle model with 5 wheelchair seats and 15 ordinary seats)	1~2	HK\$100	HK\$100	/
		3 or above	HK\$200	HK\$200	HK\$200
	Non 23-seater	1~2	HK\$50	HK\$50	/
		3 or above	HK\$100	HK\$100	HK\$100
Individual^	23-seater (i.e. vehicle model with 5 wheelchair seats and 15 ordinary seats)	1 ^	HK\$63	HK\$63	/
	Non 23-seater	1 ^	HK\$50	HK\$29	/

^ Individual users who have made bookings for more than one vehicle are subject to surcharges applicable to organization users.

2. Charge for not providing/changing schedule (applicable to organization users only▲●) : [No revision has been made after review]

A surcharge of HK\$50 per vehicle will be levied each time for failing to provide schedule at least 4 working days prior to the service date*. If ad-hoc changes of schedule are requested in less than 4 working days prior to the service required date which involve the advance or postponement of the boarding time of the origin or alighting time of the destination by more than 15 minutes# or no schedule has ever been provided to us, a surcharge of HK\$50 per vehicle will be levied each time.

Note: ▲ Individual users who have made bookings for more than one vehicle are subject to surcharges applicable to organization users.

● Individual users who have made bookings for one vehicle to pick up/set down more than one passenger at more than one location are subject to surcharges applicable to organization users.

* Providing schedule means that users notify us of the time and location of the boarding and alighting points for such booking.

If we are unable to meet the change request of the organization due to operational considerations, such request will not be subject to surcharges.

3. Remote Booking Cancellation Charge: [No revision has been made after review]

If any user makes a booking for Dial-a-Ride Service more than 4 months in advance and subsequently cancels the booking, a Remote Booking Cancellation Charge of HK\$100 per vehicle will be levied.

Note: If any user needs to change the service date of a remote booking, he/she shall cancel the booking first and make a new booking instead, and the Remote Booking Cancellation Charge will be levied. No charge will be levied for changing the trip time of the service date if the request is made more than 4 days in advance. However, users who fail to provide schedule at least 4 working days prior to the service date will be subject to charges for not providing/changing schedule.

Attention: For bookings of service date on or after 1 January 2018, Dial-a-Ride service will be arranged based on the number of passengers (“4 or less passengers (Small Group) (SG)” and “5 or more passengers (Large Group)”) provided at the time of booking. Since the advance booking period of SG booking is 3 months, there will be no remote SG booking from the abovementioned date. However, the Remote Booking Cancellation Charge is still applicable to the cancellation of successful remote SG booking made before 16 September 2017.

[Appendix II]: Notes on Application for Waiving of Surcharges and the Scope of the Waiver

Revised Version: applicable to bookings of service date on or after 1st September 2013

- (1) In the table below, '✓' indicates that the reason will be accepted for a waiver; '✗' indicates that the reason is insufficient and will not be accepted for a waiver. Regardless of the reasons for cancellation, **application for waiving of surcharges will only be considered when all supporting documents required are provided.** Users should read the remarks to respective items carefully.
- (2) **Cancellation Charge:** Except for the reasons listed in the table (5) below which will be accepted for a waiver (including the cancellation of bookings during peak hours or non-peak hours), other reasons will not be accepted and **the surcharges incurred cannot be waived** because such cancellations have already involved the deployment of our resources.
- (3) Since users making remote bookings have already enjoyed the benefits of having their bookings successfully arranged, they should bear higher risk than other users when making cancellation. As such, certain reasons which are acceptable for a waiver are not applicable to users making remote bookings.
- (4) [▲] Individual users who have made bookings for more than one vehicle are subject to surcharges applicable to organization users.
[#] Individual users who have made bookings for one vehicle to pick up/set down more than one passenger at more than one location are subject to surcharges applicable to organization users.
- (5) **Scope of the Waiver:**

Reasons for Waiver Application	Valid Supporting Documents Required	Types of Surcharges								Remarks
		Cancellation		Cancellation of 3 Vehicles or Above		Cancellation of Remote Booking		Not Providing/ Changing Schedule		
		Individual [▲]	Organization	Individual [▲]	Organization	Individual [▲]	Organization	Individual ^{▲#}	Organization	
Decease of the user		✓	✓	N/A	✓	✓	✓	N/A	✓	Applicable only when the payment is irrecoverable. ~ If an organization user has provided the exact schedule but the specified user or escort of the trip is sick and a supporting document is provided, a waiver will be granted.
Sickness of the user	Medical certificate issued by a registered Chinese medicine practitioner/registered doctor	✓	✓~		✗	✗	✗		✓~	
Sickness of the escort specified by the user	Chinese medicine practitioner/registered doctor	✓	✓~		✗	✗	✗		✓~	
Hospitalization of the user	Hospitalization document issued by a registered Chinese medicine practitioner/registered doctor	✓	✓~	N/A	✓~	✓	✓~	N/A	✓~	The user must submit a valid hospitalization document (documents issued by non-resident doctors will not be accepted) ~ If an organization user has provided the exact schedule but the specified user or escort of the trip is sick and a supporting document is provided, a waiver will be granted.
Hospitalization of the escort specified by the user	registered doctor	✓	✓~		✓~	✓	✓~		✓~	
Recuperation of the user after hospital discharge	Medical certificate issued by a registered Chinese medicine practitioner/registered doctors	✗	✗	N/A	✓~	✓	✓~	NA	✓~	The recuperating period must take place immediately after the hospitalization period, and a sick leave certificate must be provided as a proof.
Recuperation of the escort specified by the user after hospital discharge	doctors	✗	✗		✓~	✓	✓~		✓~	

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Reasons for Waiver Application	Valid Supporting Documents Required	Types of Surcharges								Remarks	
		Cancellation		Cancellation of 3 Vehicles or above		Cancellation of Remote Booking		Not Providing/ Changing Schedule			
		Individual [▲]	Organization	Individual [▲]	Organization	Individual [▲]	Organization	Individual ^{▲#}	Organization		
Affected by the order of Hospital Authority/Department of Health, being prohibited from leaving premises (e.g. hospital was forced to close)	A document issued by Hospital Authority/Department of Health, a report in relation to the affected area, or a document submitted by the organization to Hospital Authority/Department of Health	✓	✓	N/A	✓	✓	✓	N/A	✓		
Weather conditions: Tropical Cyclone Warning Signal No. 3 or above		✓	✓~	N/A	✓	✓	✓~	N/A	✓~	If the user informs us of the cancellation of bookings for the current day and the following day when Tropical Cyclone Warning Signal No. 3 or above has already been hoisted, a waiver will be granted	~ Since Rehabus services will be suspended when Tropical Cyclone Warning Signal No. 8 or above or Black Rainstorm Signal is hoisted, users must indicate their intentions whether to use the service during the hoisting of Tropical Cyclone Warning Signal No. 3 or Red Rainstorm Signal at the time of booking or indicate such intentions in the schedules.
Weather conditions: Red Rainstorm Signal or above		✓	✓~	N/A	✓	✓	✓~	N/A	✓~	If the user informs us of the cancellation of bookings for the current day (i.e. cancellation of same-day trip) when Red or Black Rainstorm Signal is hoisted, a waiver will be granted	



[Appendix II]: Notes on Application for Waiving of Surcharges and the Scope of the Waiver

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Reasons for Waiver Application	Valid Supporting Documents Required	Types of Surcharges								Remarks
		Cancellation		Cancellation of 3 Vehicles or above		Cancellation of Remote Booking		Not Providing/ Changing Schedule		
		Individual [▲]	Organization	Individual [▲]	Organization	Individual [▲]	Organization	Individual ^{▲*}	Organization	
Weather conditions: Strong Monsoon Signal/Cold Weather/Very Hot Weather/Thunderstorm Warnings, etc.		x	x		x	x	x		x	
Damage of the wheelchair to an extent that it cannot be used	Proof of repair of the wheelchair *	✓	✓~	N/A	x	✓	✓~	N/A	✓~	* Since the booking for repair of the wheelchair may take some time and the receipt may not be available on the same date, a proof of repair of the wheelchair dated within 2 weeks will be accepted for a waiver. ~ If an organization user has provided the exact schedule and submitted a proof of repair provided by the specified user of the trip, a waiver will be granted.
Cancellation or postponement of the activity due to the absence of the key person of the activity (including trainer/attending doctor/attending therapist/speaker) caused by unexpected events	A letter issued by the key person of the activity (e.g. registered Chinese medicine practitioner/ registered doctor/ trainer/therapist/ speaker, etc.) as a proof	✓	✓	N/A	✓	✓	✓	N/A	✓	If the cancellation is caused by the change of medical appointment date by the hospital/doctor, the user may send us the notice of change of appointment date obtained from the hospital as a proof and a waiver will be granted accordingly. Letters issued by individual or organization users themselves will not be accepted.



[Appendix II]: Notes on Application for Waiving of Surcharges and the Scope of the Waiver

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Reasons for Waiver Application	Valid Supporting Documents Required	Types of Surcharges								Remarks
		Cancellation		Cancellation of 3 Vehicles or above		Cancellation of Remote Booking		Not Providing/ Changing Schedule		
		Individual ▲	Organization	Individual ▲	Organization	Individual ▲	Organization	Individual ▲#	Organization	
Cancellation or postponement of the activity due to the occurrence of unexpected events in the venue for outdoor activities (e.g. the venue was unable to be used owing to electricity shortage, the area where the venue is located has been affected by thunderstorm or adverse weather conditions, etc.)	A proof from the venue management unit or Leisure and Cultural Services Department, etc., or a related report or proof from the Hong Kong Observatory involving adverse weather conditions in that area or the area being affected.	✓	✓	N/A	✓	✓	✓	N/A	✓	The supporting document submitted should bear the same date as the service required date. Only same-day activities will be considered for a waiver. "Unable to lease an activity venue" will not be considered as a reason for a waiver.
Cancellation or postponement of the activity due to the blockage of the road to the activity venue caused by unexpected events (e.g. landslides, flooding, road closure, serious traffic congestion)	A proof from Transport Department, the Hong Kong Observatory, or Leisure and Cultural Services Department, or a report or proof in relation to the area being affected.	✓	✓	N/A	✓	✓	✓	N/A	✓	The supporting documents submitted should bear the same date as the service required date. Only same-day activities will be considered for a waiver.
Cancellation or postponement of service arising from failure or delay in boarding rebus due to unexpected events occurred at the pick-up/set-down points (such as lift failure in the building or the building being sealed off by the Police)	A proof from the management company of the building, or a report or proof in relation to the affected area	✓	✓	N/A	✓	✓	✓	N/A	✓	The supporting documents submitted should bear the same date as the service required date. Only same-day activities will be considered for a waiver.
Insufficient number of participants		✗	✗		✗	✗	✗		✗	

Letters issued by individual or organization users themselves will not be accepted.

