



- 1) Rehabus Scheduled Route Service (SRS) provides a regular point-to-point public transport service for eligible persons with disabilities to travel to and from certain destinations (i.e. workplaces, schools, training centres or medical institutions). As SRS is for shared use, applicants are required to accept changes in schedule (including boarding and alighting times and locations), routes, number of passengers, as well as changes to the drivers and vehicles if the commuting time and other aspects of the service arrangement are reasonable and within the accepted time range in the future, so as to make good use of the valuable public resources and serve more people in need. Users should observe notes for SRS applications and “Rules for Passengers” which are posted inside the compartments. We reserve the rights to terminate the service to any user if his/her behaviour disturbs/harasses the driver or any other passenger(s).
 - 2) Users should wait for Rehabus at the appointed time and place, and should not wait at home until Rehabus is arrived. To avoid delaying other users’ journeys, Rehabus would not wait for any late passenger.
 - 3) User’s understanding is highly appreciated if there is any delay caused by traffic congestion or Rehabus failures. If users have any questions about the waiting time and place, please contact our driver. If a user has waited for Rehabus for more than 15 minutes, he/she may use other means of transport instead (we would not make any fare compensation for that). Under normal circumstances, the driver or our operations staff would contact the user for special arrangement in case of any special incident. User could call our emergency pager 7307 0288 (Please note that the pager would handle emergency cases of the current day only) if necessary. He/she could leave his/her name, phone number and message and we would return the call as soon as possible.
 - 4) Users should pay fares in time. Please refer to “Appendix: Procedure for Handling Fares of Scheduled Route Service” for details. If a user hasn’t settled the fare payment for 2 months or more, we reserve the rights to terminate all Rehabus services providing to him/her.
 - 5) SRS is a shared service subsidized by the government. If a user has suspended using SRS or withdrawn from the service for any reason, he/she should notify us as soon as possible to avoid wasting resources. A form “Notice for Leave Application of One Month or Above / Service Withdrawal” (FES/05) ^{Note 1} is available for applying for leave or withdrawal as well as exemption of fares due to illness. During the period of suspension, the user and his/her escort(s) (if any) should pay the fares unless the user is suggested to take leave due to illness and is issued a medical certificate, and has suspended using SRS for a whole month (please see section 5.3 below).
- 5.1) To Take Leave
- a) If a user cancel a trip due to unexpected events (such as feeling unwell, unable to go out due to lift failure, etc.), please contact the driver directly on the service day as early as possible.
 - b) User should notify the driver directly in advance if he/she suspends using SRS for less than 1 month (e.g. on leave or take rest due to illness).
 - c) If a user suspends using SRS for 1 month or more, he/she should complete and return Form FES05 to us in advance according to the above-mentioned procedure^{Note 1}.
 - d) If a user suspends using SRS for more than 2 months, or the number of trips he/she took were less than half of the trips arranged per week for 2 consecutive months, without reasonable explanation, we would assume the user is no longer in need of SRS, and reserve the rights to terminate the service and release resources to people more in need. The user has to submit a new application if the service is still required.
 - e) If a user has to suspend using or has already suspended using SRS for 3 months or more, such acts would be regarded as withdrawal from SRS. We would notify the user in writing in this regard. The user has to submit a new application if the service is still required.

5.2) To Withdraw from SRS

- a) If a user intends to withdraw from SRS, he/she shall complete and return Form FES05 to us^{Note 1} as soon as possible and in any event not later than the end of the last month he/she is using the service. If the user did not give notice in time, he/she should pay the monthly fare even he/she hasn't used SRS for the whole month, otherwise such fare will be treated as outstanding payment. The user must settle the outstanding payment and submit a new application if the service is still required.
- b) If a user has already paid the current month's fare in last month, but hasn't used the service throughout the current month for some reasons and has to withdraw from the service, the user should make application to us for refund in writing by the end of the current month. Late submission will not be considered.
- c) If a user's SRS has been terminated by us due to his/her failure in paying the fare, it would be treated as withdrawal from SRS and written notice would be given to the user. The user must settle the outstanding payment and submit a new application if the service is still required.

5.3) Waiving Fares

- a) If a user is suggested to take leave due to illness and is issued a medical certificate (other reasons will not be considered), and has suspended using the service for a whole month (from the 1st to the 31st day of the month), the fare for that month could be waived, provided that the user has completed and returned Form FES05 together with the medical/hospitalization certificate during such period to us^{Note 1} not later than the end of that month. Late submission will not be considered.
 - b) If a user has suspended using SRS for 2 consecutive months due to illness, only the fare for 1 month could be waived. For the month of which the fare could not be waived, the user has to complete and return Form FES05 to us^{Note 1} for leave. We will exercise discretion in considering whether to retain such service.
 - c) The escort(s) is/are affiliated to the user. In any circumstances, the escort(s) should not use Rehabus service when the user is not using the service. Therefore, if the user takes leave for the whole month due to illness, one month's fares for the user as well as the escort(s) would be waived.
- 6) SRS is a shared service subsidized by the government. We reserve the rights to arrange service for other applicants during the period when the user suspends using the service, with a view to making good use of the valuable resources.
 - 7) If a user is unable to use the existing route due to changes in boarding and alighting points after moving house and transferring to other school/centre, he/she shall complete Form FES05 to withdraw from the existing service, and submit a new application for the new service request.
 - 8) For enquiries or any update on personal data, please visit our website at <http://www.rehabsociety.org.hk> (select [Our Services][Transport & Travel][Rehabus Service]) or call our service hotline at 2817-8154 (please follow the instructions of our voice response system and contact our staff handling SRS).

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Note 1: Completed documents can be submitted to us by various channels below:

- Hand it to our drivers for transfer to the office
- Mailing^{Note 2} Address: Room 2, G/F., Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon
Attention to "Rehabus - Notice for Leave Application/ Service Withdrawal for SRS"
- Fax no. : 2855 7106
- Email Address: rbsrs@rehabsociety.org.hk (please state in the email subject box "Notice for leave application and service withdrawal of 'the name of user' (year and month)" for identification)

Our staff will contact the user for confirmation by phone upon receiving relevant documents, after that the procedure would be considered as completed. If the user does not receive any phone calls from our staff within 5 working days after submitting the documents, please call us for follow up, so as to avoid processing delay due to wrong/unsuccessful delivery.

Note 2: Underpaid mail items are subject to surcharge by Hongkong Post. We will not accept underpaid mail items, which will be handled by the Hongkong Post. For proper delivery of your mail items to us, and to avoid unnecessary delivery delay (e.g. return to the sender), please ensure your mail items bear sufficient postage before posting.



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Appendix: Procedure for Handling Fares of Scheduled Route Service

Rehabus Scheduled Route Service	Fares	
Based on the number of trips requested in the application (not based on the actual number of trips taken, i.e. even if the user has taken only 1 trip in a month, he/she shall pay the full amount.)	Ordinary (non Cross-harbour) Route	Cross-harbour Route (i.e. routes using any of the following tolled tunnels or bridges: Cross Harbour Tunnel, Eastern Harbour Crossing, Western Harbour Crossing and Lautau Link)
Monthly Pass (more than 6 trips per week):	HK\$184	HK\$264
Half-monthly Pass (5 or 6 trips per week):	HK\$92	HK\$132

New users:

New user who is being notified of service arrangement should deposit the first month's fare in the bank account of The Hong Kong Society for Rehabilitation in HSBC (account no.: 652-555798-838), and send the copy of bank-in slip to us by fax (fax no.: 2855 7106) or email (rbsrs@rehabusociety.org.hk). Only after we have received the copy of bank-in slip would the application be considered as completed.

Note: New user shall hand the original copy of bank-in slip to the captain of morning trip on the service start date. (For user who is arranged afternoon trip only shall hand the copy to the captain of afternoon trip). Late payment of fares may result in immediate termination of service.

Existing users:

Time	Parties Concerned	Action	Remarks
From the 25th day of previous month to the last day of current month	User	<ul style="list-style-type: none"> Settle the fare payment (# please see below for the payment method). Write the user's name, route number and payable for the service month on the back of the cheque or the bank-in slip. Hand the cheque / bank-in slip / payment record to our captain. User can also email the payment support to rbaccount@rehabusociety.org.hk with the user's name and route number. After our Finance Department has confirmed the payment, including the payment made by PPS, e-receipt will be issued for users who have an email address and agree to receive e-receipt while the other users will receive the Monthly Pass / Half-monthly Pass as receipt from our captain. 	<ul style="list-style-type: none"> If the user has not received the receipt during that month after payment, please contact our Finance Department staff at 2817 8154 or by email at rbaccount@rehabusociety.org.hk as soon as possible. Referred to the above Note 5.3, any waiver application should be submitted by the end of that month.
On or before the 20th day of next month	Rehabus Finance Department	Contact those users who did not pay the fares of the previous month by phone and remind them to settle all outstanding amounts before the 26th day of the month, otherwise, Rehabus services (including services of Scheduled Route, Pooled Dial-a-Ride & Dial-a-Ride) providing for those users will be suspended starting from the 1st day of the following month.	We will contact the staff of any concerned school(s) / organization(s) for more information if needed. If the user provides reasonable explanation or has any difficulties in paying the fares, we would handle the case with discretion.
The 1st day of the month after next month	Rehabus	Suspend Rehabus services to those users who fail to settle the payment	
<p>If a user settles outstanding payment after suspension of his/her service, we would resume normal transport service in 3 working days after receiving the payment, provided that the service has not been allocated to other applicants on the waiting list[❖]. The corresponding Monthly Pass/Half-monthly Pass will be posted as the receipt.</p> <p>❖ Note: User whose Scheduled Route service has been suspended will be considered as his/her withdrawal from the service. The user is required to submit a new application after settling all outstanding payment if the service is still required.</p>			



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Important Information:

a) Payment Method:

- (i) Deposit the fare in our bank account in HSBC (account no.: 652-555798-838), and obtain the bank-in slip;
- (ii) By cheque (payable to “The Hong Kong Society for Rehabilitation”);
- (iii) By PPS (each user will be provided a unique “PPS User Code” for identification).

b) Retain Payment Record:

User should retain his/her own payment record and proof of payment (e.g. bank-in dates and times and branch names, cheque numbers, PPS reference numbers, etc.), originals or copies, as well as the receipts (Monthly passes/Half-monthly passes) issued by Rehabus. User may be required to provide payment record for confirmation of payment.

c) Refund Policy:

If a user has pre-payment/balance of payment in Rehabus, he/she should apply for refund in writing, by post or by email at rbaccount@rehabociety.org.hk, no later than the end of the month he/she notified us of the withdrawal from SRS. Our Finance Department will proceed within 10 working days, i.e. contact the user or his/her guardian and collect necessary bank information. If the user has not received any contacts from our staff or has any enquiries, please contact our Finance Department by email at rbaccount@rehabociety.org.hk or call our service hotline at 2817 8154.

