Dial-a-Ride Service Passenger Boarding & Alighting Schedule

Applicable to bookings of service date on or after 1 January 2018

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

Points to note

1. If the trip has multiple stops (i.e. 2 or more boarding/alighting points), please complete this form for service arrangement. Please use separate form for booking each vehicle. *If more than one vehicle is required, please fill in the "Booking Reference No." next to the "Account No." for identification.
2. This form is used for providing detailed journey information only. For service booking, please call our service hotline at 2817 8154, or complete the "Booking Form for Dial-a-Ride Service (Applicable to 4 or less Passengers (Small Group))" (FED/SG/02e) or the "Booking Form for Dial-a-Ride Service (Applicable to 5 or more Passengers (Large Group))" (FED/LG/02e). Please refer to "Notes for Dial-a-Ride Service Users (Applicable to 4 or less Passengers (Small Group))" (FED/SG/01e) and "Notes for Dial-a-Ride Service Users (Applicable to 5 or more Passengers (Large Group))" (FED/LG/01e) for service details.
3. Please fax the exact schedule (including the time and place for boarding and alighting) to Rehabus office at least 7 working days before the service date. Users who fail to do so will be notified of the trip information 2 working days before the service date.
4. If users fail to submit the exact schedule 4 working days before the service date that will subsequently affect the service arrangement, not only will they be notified of the trip information 2 working days before the service date, but they will also have to pay the surcharge according to the "Dial-a-Ride Service Surcharges and Waiving Mechanism" (FED/10e). We have the right to cancel or change the service in order to serve other user(s) on the stand-by list.
5. For changing schedule or cancelling service, please call our service hotline at 2817 8154 as soon as possible, or mark the relevant changes clearly on the submitted schedule (i.e. cancel a stop by drawing a wavy line, add a stop by marking "→", circle the revised information and indicate the version number of the schedule, then fax to 2855 7106). If you intend to cancel the service on or before 2 working days prior to the service date, please call 2816 6701 and retain the Cancellation Reference Number.
6. Users can inform our drivers for making ad-hoc changes of schedule or cancellation of service on the service date (the ad-hoc change requested by users may not be fulfilled if the drivers have been assigned other duties). Surcharges for any changes or cancellation will be levied according to the "Notes for Dial-a-Ride Service Users" and the "Dial-a-Ride Service Surcharges and Waiving Mechanism".
7. Please specify the number of passengers boarding at each stop in the schedule. For the safety of passengers, our drivers have the right to refuse passengers from boarding if the number of wheelchairs or passengers has exceeded the maximum seating capacity. Since seating capacities vary with vehicle models and in view of the overall operations, the standard seating capacity of rehabus is 5 wheelchair seats and 7 ordinary seats (5WC+7). If the number of passengers exceeds the standard seating capacity, please tell our staff at the time of booking so as to avoid inconvenience caused by inappropriate vehicle model being deployed on the service date.
8. If the number of wheelchairs exceeds the seating capacity, a maximum of 2 wheelchair passengers can be arranged to take the ordinary seats depending on the compartment space of the assigned vehicle. Users are suggested to travel with escorts if assistance in transferring seats is needed.
9. Users should wait at the boarding point 5 minutes before the scheduled time to avoid delaying the journey. Besides, as our service target is persons with disabilities (PWDs), able-bodied persons should board and alight with the PWDs. No separate boarding and alighting service is provided to able-bodied persons.
10. For service enquiries, please visit our website at http://www.rehabsociety.org.hk (select [Our Services][Transport & Travel][Rehabus Service]) or call our service hotline.

Tel +852 2817 8154 Fax +852 2855 7106 九龍藍田復康徑 7 號藍田綜合中心地下 2 號室 Rm. 2, G/F., Lam Tin Complex, 7 Rehab Path, Lam Tin, KLN
bsi. ISO 9001 Quality Management FS 73278

Dial-a-Ride Service Passenger Boarding & Alighting Schedule

[To be completed by User]

To: Rehabus Fax: 2855 7106
Email: rbroutes@rehabsociety.org.hk

Service Date:	Day of the Week:	Account No.:	Booking Reference No.:

Version No. (for changing schedule): _____

Notification Date: _____
(Please contact our staff to check if the fax has been received properly)

User Information

Name of organization/ individual user: _____

Contact person: _____ Telephone No.: _____ Fax No.: _____

Schedule

No. of vehicle required: Vehicle No. _____ of _____ vehicles in total

Time of arrival at destination (24-hour format): _____

Boarding time of return trip (24-hour format): _____

Contact person responsible for the activity on the service date: _____ Mobile Phone No.: _____

	Name	Category of mobility difficulties★	No. of escort	Telephone No.	Boarding time#	Boarding point (exact location)	Alighting point of the return trip (if different from boarding point)	Alighting time of return trip#
01								
02								
03								
04								
05								
06								
07								
08								

Remarks / brief description of the journey (e.g. destination of outward trip, the first boarding point of the return trip):

The boarding/alighting time will be suggested by Rehabus if the boxes are left blank. If you have any opinions or queries about the proposed trip time or boarding/alighting points, please contact our staff by calling our service hotline at 2817 8154 (select 3 (English), 1 (Dial-a-Ride Service), 2).

★Category of mobility difficulties: EW: Electrical wheelchair WC: Wheelchair WCT: Wheelchair (capable of transferring seat) OT: Other mobility problems (using walking aids) PH: Physical disability

[To be completed by Rehabus]

Outward Trip			
Vehicle Reg. No.	Mobile Phone No.	Driver's Name	Driver No.

Return Trip / One-way Trip only			
Vehicle Reg. No.	Mobile Phone No.	Driver's Name	Driver No.

Rehabus Service Hotline: 2817 8154
Emergency Pager: 7100 0288 (for handling emergency cases occurred on the service day only.
Please leave your name, contact no. and message, we will return call as soon as possible)