



- 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 this service 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. **If there is a need to amend the service arrangement due to changes in customer routes, our staff will generally contact the affected existing users by phone before or on the 25th of each month to confirm the service change arrangements. Users are advised to take note of the outgoing call display numbers from our organization will be 28246500/28246501/31438154 (Note: we suggest adding these numbers to your phone book contacts).**
  - 2) Users should observe notes for service 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).
  - 3) **Starting from 9 March 2024**, users can handle matters related to SRS services through the "REHABUS · ICOMS" (ICOMS) website (Web), mobile application (App), or by calling the customer service hotline at 2824-6500\* using the Interactive Voice Response System (IVRS). **This includes obtaining information of bus captains and vehicles, notifying temporary suspension of service on specific days, and more.** For detailed information about SRS services, the IVRS keypad menu, as well as the latest features, usage instructions, and important notices about ICOMS, please refer to the useful web links under the "Contact Us" section in the following information.
    - The customer service hotline is available during office hours as follows: Monday to Friday from 09:00 to 13:00 and 14:00 to 16:30, and Saturday from 09:00 to 12:00. The hotline is closed on Sundays and public holidays.  
If a call is not answered during non-office hours or if the staff is busy and unable to answer, users can leave a message instead of using the paging system. Customers should leave their full name, contact person, telephone number, and a clear message. The staff will reply during the next office hours. However, if the number of incoming calls exceeds the capacity of the hotline, customers are requested to try again later. Thank you for your understanding.  
For services related to the next two days, customers can contact the emergency support paging system at 7100-0288. Please leave the customer's name, contact number, and clear information. The on-duty staff will respond as soon as possible according to priority.
  - 4) **In ICOMS, users can choose the following default system notification methods to receive different categories of system notifications:**
    - (i) **Web/App Notifications:** Similar to e-booking services of online banking, users will receive email notifications and can log into the system at any time to view the latest updates.
    - (ii) **Text-to-Speech (TTS) Notifications:** Instead of direct phone calls from staff, users will receive notifications read out by the system using text-to-speech technology. (Note: The system makes TTS notifications between 09:00 and 21:00 daily and includes a "reply" function.)
- 4.1) Regarding notifications related to trip information:
- (i) **Trip Information Notification:** The system will update the trip information at 16:00 on four days before the date of use (D-4). Web/App users can check the information of bus captain or vehicle in the "Trip Arrangement" or "System Notifications" section in ICOMS.



Note: For users who have chosen to receive TTS notifications to avoid disturbance, unless there are changes in the assigned bus captain, the system will not make phone calls to read out the notifications.

- (ii) Notification of Bus Captain and Vehicle Amendments: If there are any changes on information of bus captain or vehicle, the system will update the data on one day before the date of use (D-1) at 16:00. Web/App users can check the updated information of bus captain or vehicle in the "Trip Arrangement" or "System Notifications" section in ICOMS. Furthermore, starting from 16:00 on one day before the date of use (D-1), the system will make TTS phone calls to notify users.

Note: In case of any unforeseen circumstances (such as vehicle breakdown or sick leave of bus captains), or if there are further changes on the information of bus captain or vehicle after 16:01 on the day before the date of use (D-1), the staff will directly call the users or inform them through the responsible bus captains.

- 4.2) Notification for Monthly Fare Payment: The system will send a "SRS Service Monthly Fare Payment Reminder" via Web/App/TTS on the 15th of every month.
- 5) 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.
  - 6) 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 7100 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.
  - 7) 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 users.
  - 8) To change the service:
    - a) If the user needs to amend service request, such as changing the pick-up/drop-off location, boarding time, or adding/reducing the number of "companions" due to physical changes, the user is required to re-apply for the SRS service.
    - b) Application method for SRS service:
      - Users can log in to ICOMS and go to the "Service Reservation Application" page to select the "SRS Service Application Details." Steps: (i) "Copy" the existing SRS service if only the number of companions needs to be modified and all other service details remain the same. This will save time on data input. Users only need to modify the number of companions as required in the new application, and the system will assign a new service number. Once the data is approved, it will be placed in the "Waiting" status. (ii) If the user receives confirmation of adding a new companion, the user must remember to "cancel" the existing "successful trip" SRS service.
      - Users can also fill out and mail the "SRS Service Application Form" (available for downloading on the website or by requesting it from hotline staff). The form can indicate the details that need to be changed.
  - 9) This service is a shared service subsidized by the Government. Users are advised to notify Rehabus as soon as possible if they wish to suspend the use of the service or withdraw from the service for any reason to avoid wastage of resources. During the period of suspension of service due to leave of absence, unless the user is on leave of absence on medical advice for the whole month (please refer to item 5.3 below for details), the user and his/her escort person(s) (if any) are still required to pay the fare.

### 9.1) To Take Leave or Resume Service:

- a) If the user decides in advance to take leave and not to use the service on future dates, the user should notify the organization as early as possible by 23:59 on the day before the trip or earlier. Methods are as follows:
- (i)  In the "Service Reservation Inquiry" section in ICOMS Web/App, proceed to the "SRS Service Application Details" and click on the "Suspend Service" button. Select the dates to suspend service from the displayed calendar. If the user needs to take extended leave for multiple days or an entire month (e.g., annual leave, medical rest), they can choose to suspend service for multiple days or the entire month.
- (ii)  Call the service hotline IVRS: 28246500 > Select language (1. Cantonese) > Special messages (if any) > 2. Apply, modify, or cancel service, or update account information > 1. Registered individuals (Enter the 9-digit main account number, then press #. After the system checks and verifies, you can proceed with the following menu) > Select 1. Apply for service; 2. Modify service; Select 3. Cancel trip or exit service > 3. SRS service > 1. Notify specific dates for suspending service (Enter the date and trip that needs to be canceled). After canceling the trip, you can press "9" to cancel other dates.
- b) If a user needs to take leave and not use the service on the same day due to unforeseen circumstances (such as feeling unwell or being unable to leave their residence due to elevator malfunction), please contact the driver directly as soon as possible. Please note that the ICOMS system does not accept immediate notifications to "suspend service."
- c) After notifying the suspension, if a user wishes to resume service and it is still before the payment notification date, they can use the "Resume Service" function within the "Suspend Service" feature in the ICOMS Web/App. However, this functionality is not available in the IVRS voice system. Users need to contact the service hotline and speak to a staff member to resume service.
- d) If a user suspends the service for more than two months or has fewer trips within two consecutive months than half of the weekly frequency provided by the service arrangement, without a valid reason, the organization will assume that the user no longer requires the SRS service. The organization reserves the right to terminate the service and allocate resources to those in greater need. If the user wishes to continue using the service, they must reapply.
- e) If a user requests a suspension or has been suspended from the service for three months or more, it will be considered as an exit from the service automatically. The organization will notify the user via email or postal mail according to the default notification method. If the user wishes to continue using the service, they must reapply.

### 9.2) To Withdraw from Service

- a) If the user plans to terminate the "in use" SRS service or wishes to withdraw application during the waiting period, please notify the organization of the service termination as early as possible or no later than 23:59 on the last day of the month in which the final trip occurs. Methods are as follows:
- (i) Within the "Service Reservation Inquiry" section of the ICOMS Web/App, select the "SRS Service Application Details" and click on the "Withdraw" button. Fill in the reason for withdrawal and the effective date of service termination (which cannot be earlier than the 1st day of the following month). Click "Confirm." If the user fails to notify within the specified timeframe, even if there is no usage throughout the entire month, the user will still be required to pay the fare for that month. Failure to pay the fare will be treated as outstanding payment. If the user wishes to continue using the service, the user must settle the outstanding payment and reapply.
- (ii) Call the customer service hotline at 2824 6500 to contact a staff member and complete the service termination process.
- 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 apply for a refund of paid fares in accordance with (Appendix: Payment Method Column c Refund Policy) by the end of the current month. Late submission will not be considered.
- c) If a user's service has been terminated due to his/her failure in paying the fare, it would be treated as withdrawal from the service and will notify the user by email or mail according to the user's preset method of receiving system notifications. For more details please refer to (appendix: Procedure for Handling Fares of Scheduled Route Service). The user must settle the outstanding payment and submit a new application if the service is still required.

### 9.3) Waiving Fares

(Note: Users can only apply through ICOMS Web or Mobile App in the next phase.)

- a) If the user is advised by the doctor to take a leave of absence due to illness and does not use the

service for the entire month (from the 1st to the end of the month), the user may be eligible for an exemption from the fare for that month. The user must fill out the "Exemption Application for SRS Service Fare due to Illness" form (FES05) and submit it along with relevant medical certificates or hospitalization proofs to the organization no later than the end of the month in which the user did not use the service. Late submissions will not be accepted.

- b) If a user has suspended using the service 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 is still required to notify the organization in advance to temporarily suspend their usage. 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.
- 10) This service 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.

11) If the customer needs to amend their personal account information, such as switching the "Assistive Device Category" from the original "Mobility Impaired but No Wheelchair Required" to "Wheelchair," the organization needs to assess whether the current service routes have enough wheelchair seating. Therefore, the customer should update information as soon as possible through the "Customer Information" section on the website or mobile application by clicking on "Edit." Alternatively, they can fill out the "Notification on Change of Personal Information" form (FEG02) and mail it along with the relevant supporting documents to the organization (please indicate "Customer Information Update" on the envelope). This will ensure that the customer's updated information is properly recorded.

## 12) Contact Us

- **Service Hotline: 2824-6500**
- E-mail Address: [rbsrs@rehabociety.org.hk](mailto:rbsrs@rehabociety.org.hk) (Please indicate the enquiry and client's name in the subject line for identification. Our staff will reply within 2 working days.)
- Postal Address: Room 2, G/F, HKSR Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon
- Note: 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.

## 13) Website Link

- The Hong Kong Society for Rehabilitation homepage: <http://www.rehabociety.org.hk>  
Select [Our Services] -> [Accessible Transport and Travel] -> [Rehabus Service]
- Rehabus webpage for "Scheduled Route Service"  
<https://www.rehabociety.org.hk/transport/rehabus/our-services/scheduled-route-service/>

## ● **REHABUS · ICOMS (ICOMS)**

Web : <a href="https://icoms.hksr.org.hk">https://icoms.hksr.org.hk</a>	Mobile Application (App)
	- Android version in Google Play Store - iOS version in App Store

ICOMS Web: <https://www.rehabociety.org.hk/transport/rehabus/rehabus-icoms-page/>

- **Rehabus Service Hotline: 2824 6500 process / key menu**  
[https://www.rehabociety.org.hk/transport/rehabus/wp-content/uploads/sites/2/2024/03/New\\_IVRS\\_Key\\_Menu\\_202401.pdf](https://www.rehabociety.org.hk/transport/rehabus/wp-content/uploads/sites/2/2024/03/New_IVRS_Key_Menu_202401.pdf)

## 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)	<b>General (Non Cross-Harbour) Route</b>	<b>Cross-Harbour (tolled road harbour crossing/tolled road) Route</b> (i.e. routes travelling via Cross Harbour Tunnel, Eastern Harbour Crossing, Western Harbour Crossing or any of the tolled roads)
<b>Monthly Pass</b> (more than 6 trips per week):	HK\$184	HK\$264
<b>Half-monthly Pass</b> (5 or 6 trips per week):	HK\$92	HK\$132

### New users:

New users who have been notified of the successful service arrangement must deposit the first month's fare into the account of The Hong Kong Society for Rehabilitation at HSBC (652-555798-838) by the 25th of the month prior to the month of use, and fax the bank deposit receipt to 2855 7106 or email to rbaccount@rehab society.org.hk.

### Existing users:

Time	Parties Concerned	Action	Remarks
From the 20th day of previous month to the last day of current month	User	<ul style="list-style-type: none"> <li>Settle the fare payment (# please see below for the payment method).</li> <li>Write the user's name, route number and payable for the service month on the back of the cheque or the bank-in slip.</li> <li>Hand the cheque / bank-in slip / payment record to our captain. User can also email the payment support to rbaccount@rehab society.org.hk with the user's name and route number.</li> <li>After the Finance Department confirms the payment, they will prepare a "monthly ticket/half-monthly ticket" as a receipt and then email/mail it to the user.</li> </ul>	<ul style="list-style-type: none"> <li>If the user has not received the receipt during that month after payment, please contact our Finance Department staff at 2824 6500 or by email at rbaccount@rehab society.org.hk as soon as possible.</li> <li>Referred to the above Note 9.3, any waiver application should be submitted by the end of that month.</li> </ul>
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.
<b>The 1st day of the month after next month</b>	Rehabus	Suspend Rehabus services to those users who fail to settle the payment	

# Payment 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; fax bank deposit receipts to 2855 7106 or email to rbaccount@rehabociety.org.hk;
- (ii) Payment by cheque (payable to “The Hong Kong Society for Rehabilitation”); should be mail to the Finance Department at Room 2, G/F, HKSR Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon;

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 one month, 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.