



服務條款

一般須知

1. 香港復康會（下簡稱“本會”）為持有香港身份證、不便使用一般公共交通工具的合資格行動不便人士^註提供復康巴士特別接載服務（下簡稱“復康巴士服務 / 服務”）。行動不便人士必須事先註冊成為復康巴士客戶，方可申請及使用服務。
2. 機構客戶須確保所有使用復康巴士服務的人士為合資格的行動不便人士。
3. 如客戶所要求服務／行程已獲其學校或服務機構等單位提供交通接載服務，有關服務申請將不獲受理。
4. 客戶如因故暫停乘搭、取消或退出服務，應盡早通知本會，以便安排其他人士使用，避免造成資源浪費。
5. 客戶須依時繳付車費，本會有權終止向欠繳車費人士提供服務。凡佔座位（包括輪椅位）或年滿3歲的小童，均計算為一位乘客。
6. 基於行動不便人士的個人需要，健全人士可以「陪同者」身份一同乘坐復康巴士，復康巴士亦有權視乎乘客情況要求加入陪同者。惟陪同者不能單獨使用復康巴士服務，必須與行動不便人士同站上落車。
7. 未滿3歲的小童必須由一名年滿18歲的健全人士陪同乘坐。
8. 當天文台發出八號或以上熱帶氣旋警告信號或黑色暴雨警告信號，為顧及客戶及車長的安全，復康巴士將暫停所有復康巴士服務，直至天文台取消八號或以上熱帶氣旋警告信號或黑色暴雨警告信號後，才會因應路面交通情況陸續恢復服務。而在天文台發出三號熱帶氣旋警告信號或紅色暴雨警告信號時，本會維持正常服務。
9. 本會致力確保根據條例的規定處理所有個人資料，其收集目的及使用可見《個人資料收集聲明》。

乘車須知

1. 客戶必須遵守復康巴士〈乘客守則〉。乘客如於車上滋擾車長或其他乘客，或未有合理解釋，經車長或本會勸喻後仍不遵守〈乘客守則〉，本會有權拒絕接載該乘客。
2. 復康巴士車尾進出口的高度約1440毫米(mm)。

註：「持有香港身份證的合資格行動不便人士」指符合以下資格的人士：

- 持有根據《人事登記條例》(第177章)所簽發香港身份證的行動不便人士，若該人士是憑藉其已獲入境或逗留准許而獲簽發香港身份證，而該准許已經逾期或不再有效則除外；
- 身為香港居民的11歲以下的行動不便兒童；
- 持有身份證豁免證明書的行動不便人士。

本會服務的行動不便人士包括輪椅使用者、使用手叉或腳架者、多項傷殘者、行動不便的智障人士及視障人士。登記開戶時必須持有由勞工及福利局發出之有效殘疾人士登記證（相關殘疾類別）或由香港註冊的醫生、職業治療師或物理治療師簽發的行動不便證明書。

3. 如乘客為輪椅使用者，請留意有關復康巴士車輛的限制如下：
 - 3.1 升降台負重上限 300 公斤(kg)；
 - 3.2 輪椅空間上限為長 1200 毫米(mm) ×闊 700 毫米(mm)；
 - 3.3 輪椅扣鎖安全帶乃依 ISO10542 標準設計，輪椅使用者必須依本會規定接受扣鎖及固定在復康巴士車廂內。

由於輪椅超出上述限制會影響該車的載客量、安全、運作或其他乘客，必須於申請服務時提出，本會有最終權利決定是否批核申請。
4. 凡年滿 3 歲的乘客，乘車時必須坐於座椅並扣上安全帶，或坐於車長扣鎖穩妥的輪椅上。如乘客因特殊情況，需豁免使用安全帶及／或由成人手抱，必須提供由香港註冊醫生或專業醫療人員簽發的行動不便證明文件。
5. 乘客如需由輪椅轉坐於座位及由座位轉坐回輪椅，請自行安排陪同者處理。車長只會在能力範圍內從旁協助。
6. 乘客如因身體狀況必須攜帶任何醫療或維生工具一同乘坐復康巴士，必須於申請服務時提出，以便作出最適切的安排。
7. 乘客如需攜帶壓縮氧氣瓶登車，必須遵守香港法例第 230A 章《公共巴士服務規例》第 14A 條危險品之規定，並於申請服務時提供有關壓縮氧氣瓶的數量及容量資料。
8. 乘客請按約定的地點及時間提早最少 5 分鐘候車，以免延誤其他乘客的行程。唯復康巴士的實際抵站時間及行車路線，可能因實際交通情況或其他因素影響而有所延誤，乘客如有疑問，可致電復康巴士服務熱線查詢。

其他須知

1. 除此服務條款外，客戶亦需遵守復康巴士之《乘客守則》及各項復康巴士服務客戶須知。
2. 本會保留對此服務條款、乘客守則及各項復康巴士服務客戶須知的改動及更新的權利。如日後有任何改動或更新，本會將不作另行通知。但客戶可參閱本會網頁內的最新資料。
3. 此條款受香港特別行政區法律管轄並按其詮釋。香港法院就此條款引起的任何爭議具非獨有審判權。
4. 若上述條款之中文與英文版本非一致，以中文版本為準。



Terms of Service

General

1. The Hong Kong Society for Rehabilitation (HKSR) provides special transport services (hereinafter referred to as Rehabus services/our services) for eligible persons with disabilities (PwDs)^{Note} who are holding the Hong Kong Identity Cards and have difficulties in using public transport. PwDs are required to register as a Rehabus customer before applying for and using our services.
2. Organisation customers must ensure that all passengers are PwDs who are eligible for Rehabus services.
3. If the service/trip requested by a customer has already been provided by his/her school or service organisation, the relevant service application will not be accepted.
4. If a customer suspends, cancels or withdraws from our services for any reason, he/she should notify us as soon as possible so as to enable allocation of service to other applicants to avoid wastage of resources.
5. Customers should pay fares on time. We reserve the rights to terminate Rehabus services to those who fail to settle the fare payment. Any person onboard the vehicle occupying a seat (including a wheelchair space) or aged 3 or above will be counted as one passenger in calculation of fares.
6. Able-bodied person can use Rehabus services as a “carer / accompany person” to attend to the special needs of PwDs. Rehabus reserves the rights to request for carers depending on the conditions of PwDs. However, carers cannot use Rehabus services alone, and must board and alight with the PwDs.
7. Any child under 3 years old must be accompanied by an adult aged 18 or above when using Rehabus services.
8. For the safety of our customers and bus captains, all Rehabus services will be suspended when Tropical Cyclone Warning Signal (“Typhoon Signal”) No. 8 (or higher) or Black Rainstorm Warning Signal is in force. Once Typhoon Signal No. 8 (or higher) or Black Rainstorm Warning Signal is cancelled, our services will gradually be resumed normal subject to the road and traffic conditions. All Rehabus services remain normal when Typhoon Signal No. 3 or Red Rainstorm Warning Signal is in force.
9. HKSR undertakes to ensure that all personal data is processed in accordance with the relevant regulations. The purposes of collection and use of personal data are set out in the Personal Data Collection Statement.

Note: “Eligible PwD holding Hong Kong Identity Card” refers to:

- any PwD who holds a Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and for whom such permission has expired or ceased to be valid;
- any Hong Kong resident aged below 11 and with disabilities;
- any PwD who holds Certificate of Exemption.

Our services are available to PwDs including wheelchair users, persons using crutches or calipers, persons with multiple disabilities, persons with intellectual disabilities who have mobility difficulties and persons with visual impairment. During registration, PwDs must hold a valid Registration Card for People with Disabilities issued by the Labour and Welfare Bureau (relevant type(s) of disability) or a mobility impairment certification issued by doctor, occupational therapists or physiotherapists registered in Hong Kong.

Notes to Passengers

1. Customers must comply with the “Rules for Passengers”. We reserve the rights not to provide service to any passengers who disturbs our bus captain or other passenger(s) onboard, or violates the “Rules for Passengers” without legitimate reasons even after being advised by our bus captain or HKSR.
2. The height of the rear entrance of Rehabus is about 1440 mm.
3. For a wheelchair passenger, please note the following limitations:
 - 3.1 The maximum loading capacity of the power lifter for wheelchair is 300kg;
 - 3.2 The maximum length and width for wheelchair space are 1200mm (L) x 700mm (W);
 - 3.3 The safety locks for wheelchairs are designed according to ISO10542 standard. The wheelchair passenger must be secured by the wheelchair tie-down and occupant restraint system onboard.Wheelchairs exceeding the above limits may affect the passenger load, safety, operation or other passengers. Such information must be provided in advance during service application. HKSR reserves the rights for final decision of approval.
4. Any child aged 3 or above must sit on a seat or a wheelchair secured onboard by the bus captain. Any passenger, if under special circumstances, needs to be exempted from wearing the seat-belt and/or to be held by an adult, must provide relevant document issued by doctor or allied health personnel registered in Hong Kong.
5. Passengers should make their own arrangements for physical transfer between passenger’s wheelchair and seat onboard. Our bus captain will render assistance only within his/her capability.
6. If passengers needs to bring any medical/surviving device(s) onboard due to health reasons, please provide such information during service application so that we can make the most appropriate arrangements.
7. Passengers who bring compressed oxygen onboard must comply with the requirements related to dangerous goods set out in Regulation 14A of the Public Bus Services Regulations (Cap. 230A), and provide both information on quantity and volume of compressed oxygen cylinder during service application.
8. Passengers please arrive at the designated pick-up point at least 5 minutes earlier to avoid delaying other passengers' journey. The actual arrival time and route of our rehabuses may be delayed or changed subject to the actual traffic conditions or other factors. If passengers have any questions, please call the Rehabus service hotline for enquiries.

Others

1. In addition to this Terms of Service, customers must also comply with the Rules for Passengers and Notes to Customers for each Rehabus service.
2. HKSR reserve the rights to modify and update this Terms of Service, the Rules for Passengers and notes to customers for each Rehabus service. No prior notice will be given if there are any changes or updates to these documents in the future. Please visit Rehabus website for the latest information.
3. This Terms of Service shall be governed by and construed under the laws of the Hong Kong Special Administrative Region. The Hong Kong courts have non-exclusive jurisdiction over any disputes arising hereunder.
4. If there are any discrepancies between the Chinese version and the English version of the above terms, the Chinese version shall prevail.