

Contingency Arrangements in Times of Typhoon Signals



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

Notes for Customers

- 1) All Rehabus services remain normal when Tropical Cyclone Warning Signal (“Typhoon Signal”) No. 3 is issued. However, for the safety of customers and captains, all services will be suspended when Typhoon Signal No. 8 (or higher) is in force. Once the Typhoon Signal is lowered to No. 3, services will gradually be resumed normal subject to the road and traffic conditions. **Please refer to Section 7 below for contingency arrangements for each service.**
- 2) Since the impact of typhoon such as flooding may lead to serious traffic congestion, our vehicles may be unable to arrive on time and the routes may have to be diverted. Your understanding and patience would be highly appreciated. Our duty officers or captains will contact customers for any temporary arrangements whenever necessary.
- 3) Our captains will communicate with on-board passengers when Typhoon Signal No. 8 is issued during a journey, and will take them to a safe place (i.e. the boarding places or destinations) when weather and traffic conditions allow.
- 4) Customers are advised to keep contact with our captains, pay attention to the news from the Hong Kong Observatory and the Transport Department as well as consider their own situations and safety before making any decision. Customers may also determine whether or not to use Rehabus service. If users decide not to use the service, please inform our captains as soon as possible. Whether Rehabus can provide the service as scheduled or not, we shall not be liable for any accident caused to customers before boarding or after alighting from our vehicles.
- 5) After the Typhoon Signal is lowered to No. 3, please wait patiently at a safe place as vehicle deployment takes time subject to the road and traffic conditions. Our duty officers or captains will contact customers for necessary make-up arrangements.
- 6) For enquiries regarding the contingency arrangements, please call our service hotline 2824-6500 or visit our website: <http://www.rehabsociety.org.hk> (select [Our Services][Transport & Travel][Rehabus Service]).

7) Contingency arrangements for each service

7.1) Dial-a-Ride service

Typhoon Signal	Service Arrangements	
	Issued Before Trip Time	Issued After Trip Time
Typhoon Signal No. 1	Services remain normal.	
Typhoon Signal No. 3	Services remain normal. Customers who wish to cancel their trips or change schedule should call our service hotline (please leave customer name, contact person, contact number, service date, trip time and the message on the pager during non-office hours or when the line is busy, we will return calls as soon as possible). Surcharges will be imposed and waiver applications will be processed in accordance with “Dial-a-Ride Service Surcharges and Waiving Mechanism”.	Services remain normal.
Pre-No. 8 Special Announcement is issued	Services remain normal but will be suspended when Typhoon Signal No. 8 (or higher) is in force. Customers who wish to use the service before the issuance of Typhoon Signal No. 8 (or higher) should call our service hotline (please leave customer name, contact person, contact number, service date, trip time and message on the pager during non-office hours or when the line is busy, we will return calls as soon as possible), or wait patiently for our duty officers or captains to inform you of the arrangement. In case the customer do not accept such special arrangement, the trip will be cancelled automatically. The surcharges concerned will be waived in accordance with “Dial-a-Ride Service Surcharges and Waiving Mechanism”.	Services remain normal. Our captains will take on-board passengers to a safe place as soon as practicable.

7.1) Dial-a-Ride service (continued)

Typhoon Signal	Service Arrangements	
	Issued Before Trip Time	Issued After Trip Time
Typhoon Signal No. 8 (or higher)	All services will be suspended until the Typhoon Signal is cancelled or lowered to No. 3 (or lower). Dial-a-Ride services will be cancelled automatically when Typhoon Signal No. 8 (or higher) is in force. Customers need not to call us for cancellation. The surcharges concerned will be waived in accordance with “Dial-a-Ride Service Surcharges and Waiving Mechanism”.	All services will be suspended until the Typhoon Signal is cancelled or lowered to No. 3 (or lower). If Typhoon Signal No. 8 (or higher) is issued during a journey, our captains will take on-board passengers to a safe place as soon as practicable.
Announcement projecting the lowering of Typhoon Signal No. 8 to No. 3 (or lower) is issued	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions. Customers who wish to cancel their trips or change schedule should leave customer name, contact person, contact number, service date, trip time and the message on the pager, we will return calls as soon as possible. The surcharges concerned will be waived in accordance with “Dial-a-Ride Service Surcharges and Waiving Mechanism”. Please wait patiently as vehicle deployment takes time. Our duty officers or captains will contact customers for necessary make-up arrangements.	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions. At the request of customers whose services have been cancelled because of the typhoon, make-up services will be arranged for them as far as practicable, but they will be charged for another booking. Please wait patiently as vehicle deployment takes time. Our duty officers or captains will contact customers for necessary make-up arrangements.

7.2) Scheduled Route Service

Typhoon Signal	Service Arrangements			
	Trip Purpose: To Workplace		Trip Purpose: To School / Workshop / Training or Rehabilitation Centre	
	Morning Trip	Afternoon Trip	Morning Trip	Afternoon Trip
Typhoon Signal No. 1	Services remain normal.			
Typhoon Signal No. 3	Services remain normal.		Services remain normal. Customers to special schools or sheltered workshops should pay attention to the Government's announcements. Please keep contact with our captains and Rehabus will pick up customers as usual if necessary.	
Pre-No. 8 Special Announcement is already issued at 6:15 am	All services will be suspended when Typhoon Signal No. 8 (or higher) is in force. Service remains normal when Typhoon Signal No. 3 is in force.	All services will be suspended when Typhoon Signal No. 8 (or higher) is in force. Once the Typhoon Signal is lowered to No. 3, services will be arranged subject to the road and traffic conditions.	In case the Education Bureau announces class suspension or service suspension of sheltered workshops, the Scheduled Route services concerned will be cancelled.	
Pre-No. 8 Special Announcement is already issued at 12:00 noon	／	All services will be suspended when Typhoon Signal No. 8 (or higher) is in force. Please call our captain as soon as possible to arrange for an early pick-up. In case the customer do not accept such special arrangement, the trip will be cancelled automatically.	／	All services will be suspended when Typhoon Signal No. 8 (or higher) is in force. Please call our captain as soon as possible to arrange for an early pick-up. In case the customer do not accept such special arrangement, the trip will be cancelled automatically.

7.2) Scheduled Route Service (continued)

Typhoon Signal	Service Arrangements			
	Trip Purpose: To Workplace		Trip Purpose: To School / Workshop / Training or Rehabilitation Centre	
	Morning Trip	Afternoon Trip	Morning Trip	Afternoon Trip
Typhoon Signal No. 8 (or higher)	All services will be suspended until the Typhoon Signal is cancelled or lowered to No. 3 (or lower). Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions.			
Announcement projecting the lowering of Typhoon Signal No. 8 to No. 3 (or lower) is already issued at 5:30 am	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions. Please keep contact with our captain.	Services remain normal.	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions. Customers to special schools or sheltered workshops should pay attention to the Government's announcements. Please keep contact with our captain and Rehabus will pick up customers as usual if necessary.	In case the Education Bureau announces class suspension or service suspension of sheltered workshops, the Scheduled Route services concerned will be cancelled.
Announcement projecting the lowering of Typhoon Signal No. 8 to No. 3 (or lower) is already issued at 12:00 noon	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions. If the traffic conditions allow, Rehabus will provide special service for customers to workplaces. Please call our captain as soon as possible to confirm the arrangement.	Services remain normal.	In case the Education Bureau announces class suspension or service suspension of sheltered workshops, the Scheduled Route services concerned will be cancelled.	

7.3) Pooled Dial-a-Ride Service

Typhoon Signal	Service Arrangements		
	Trips on Fridays, Sundays and Mondays		Trips on Saturdays
	Trip time of the first stop is at or before 2:30 pm	Trip time of the first stop is at or after 2:31 pm	
Typhoon Signal No. 1	Services remain normal.		
Typhoon Signal No. 3	Services remain normal.		
Pre-No. 8 Special Announcement is issued	Service remains normal when Typhoon Signal No. 3 is in force.		
Typhoon Signal No. 8 (or higher)	All services will be suspended until the Typhoon Signal is cancelled or lowered to No. 3 (or lower). Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions.		
Announcement projecting the lowering of Typhoon Signal No. 8 to No. 3 (or lower) is already issued at 5:30 am	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions.		
Announcement projecting the lowering of Typhoon Signal No. 8 to No. 3 (or lower) is already issued at 10:00 am	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions. Our duty officers or captains will contact customers for necessary make-up arrangements. Please wait patiently at a safe place as vehicle deployment takes time.	Once the Typhoon Signal is lowered to No. 3 (or lower), services will gradually be resumed normal subject to the road and traffic conditions.	Pooled Dial-a-Ride service will be suspended for that day. If the Typhoon Signal is lowered to No. 3 (or lower) later that day, our duty officers or captains will contact the customers. In case the customers need the Pooled Dial-a-Ride service on that day, we will make arrangements as far as practicable depending on the road and traffic conditions and availability of resources.
Announcement projecting the lowering of Typhoon Signal No. 8 to No. 3 (or lower) is already issued at 2:30 pm	Pooled Dial-a-Ride service will be suspended for that day. Once the Typhoon Signal is lowered to No. 3 (or lower), at the request of customers whose services have been cancelled because of the typhoon, make-up services will be arranged for them on the following day as far as practicable. Our duty officers or captains will contact customers for make-up arrangements. In case the customer do not accept such arrangement, the trip will be cancelled automatically.		If the customer do not accept such arrangement, the trip will be cancelled automatically.