



On-campus Rehabus Service Booking Regulations and Procedure

1. Objective

Coordinated by the [Office of Student Affairs \(OSA\) SEN Service \(SENS\)](#), the Rehabus service primarily aims at facilitating students and staff with special needs in attending classes, commuting for work-related purposes, and/or participating university-related activities such as talks and extra-curricular activities organized by the University or student societies. For purposes other than the abovementioned, students and staff are also encouraged to take the [CUHK Shuttle School Bus](#) as far as possible.

2. Service Availability

- a. Rehabus operates within the campus **on a pre-booked basis and is free of charge.**
- b. The provision of Rehabus service is subject to availability.
- c. Service hours (*excluding public holidays and special dates including Chinese New Year's Eve, Christmas Eve and New Year's Eve*):
 - i. **Day Service:** Mon - Fri: 8:15am - 6:15pm; Sat: 8:15am - 1:15pm
 - ii. **Evening Service:** Mon - Fri: 6:16pm - 8:15pm
- d. Care-takers are allowed to accompany the student/ staff with special needs in taking the Rehabus when needed.
- e. The OSA and Transport Office reserve the right to review the service and update the regulations from time to time without prior notice.

3. Eligibility

a. **Day Service Eligibility (in the order of priority):**

- i. Full-time students with permanent disabilities (*priority will be given to undergraduate students*)
- ii. Full-time students with temporary injuries as endorsed by the University Health Service (UHS)
- iii. Part-time students with permanent disabilities (*priority will be given to undergraduate students*)
- iv. Full-time/ part-time staff with permanent disabilities/ temporary injuries as endorsed by UHS

b. **Evening Service Eligibility (in the order of priority):**

- i. Full-time students with permanent disabilities (*priority will be given to undergraduate students*)
- ii. Part-time students with permanent disabilities (*priority will be given to undergraduate students*)

4. Booking Regulations

- a. All bookings for **each coming week** must be submitted **at or before 12 noon of every Friday.** (*If the Friday happens to be a public holiday, please submit the booking form ONE working day before the public holiday.*)
- b. Service bookings between 11:45am and 12:45pm must be made **at least ONE week beforehand.**
- c. For service bookings after 6:15pm:
 - i. Eligible users must book **at least TWO weeks beforehand.**
 - ii. Each eligible user can book a maximum of 12 round trips per academic year (from August 1 to July 31 of the following year). A maximum of 3 bookings per month can be made. Yet, the provision of Rehabus service is subject to availability; if additional bookings are required due to academic needs, please contact SEN Service for further discussion and arrangement.
- d. Any changes to the bookings including cancellation must be made **at least ONE working day** beforehand.



5. Booking Procedure

a. Students/ staff with **permanent disabilities**:

- i. **First time users** must [register with OSA SENS](#) before booking the Rehabus.
- ii. Once registered, eligible users may start booking via the [Online Booking Form](#).

b. Students/ staff with **temporary injuries**:

- i. **First time users** must obtain an endorsement from the University Health Service (UHS); please call UHS at 3943 6439 to make an appointment. During the consultation, please ensure to bring along the relevant medical documents related to your injuries.
- ii. Upon acquiring the UHS endorsement, please get in touch with the Transport Office at 3943 7992 in order to facilitate the arrangement of Rehabus transportation to your preferred destination from UHS.
- iii. To make further bookings after the first trip (i.e. from UHS to your preferred destination), please [register with OSA SENS \(temporary injuries\)](#) before booking the Rehabus.
- iv. Once registered, eligible users may start booking via the [Online Booking Form](#).

c. **All booking requests must be submitted [online](#)**; any other requests submitted via other channels such as telephone or email will be not entertained.

d. Any requests booked by students/ staff without prior registration with SEN Service will not be entertained and will be automatically withdrawn.

6. Useful Contacts

a. OSA SEN Service <ul style="list-style-type: none"> • First-time user registration • Enquiries on Rehabus regulations and bookings 	Tel.: 3943 5441 E-mail: sens@cuhk.edu.hk
b. Transport Office <ul style="list-style-type: none"> • For enquiries about the Rehabus arrangement for first-time users with temporary injuries leaving UHS 	Tel.: 3943 7992
c. Security Office <ul style="list-style-type: none"> • Emergency contact only (non-booking related) 	Tel.: 3943 7999
d. University Health Service	Tel.: 3943 6439