The Hong Kong University of Science and Technology

Campus Services Office

Guidelines on Use of Staff Bus Service

General

- The service is provided from Monday to Friday (except public holidays).
- The service is designated to University staff only. Staff are required to show their staff ID cards upon boarding.
- Each staff occupies one seat only; occupying other seat(s) with belongings is prohibited.
- Do not request the driver to get on or get off at location other than specified in our schedule.

Payment Method

- Octopus is the ONLY form of payment for service.
- To satisfy the requirements imposed by the Transport Department (TD) on the approval of the HKUST employee bus service license, the University has adopted a "Whitelist System" to recognize the Octopus Card of the HKUST staff in order to prevent any improper use of the service.
- Each user can register one Octopus Card only by filling the Staff Bus Octopus Card Registration Form. New or renew registration may take 3-7 days to process.

Failure of Service

- If the coach fails to show up at the stop within 20 minutes after scheduled arrival time, staff may choose to take other means of

transport to go or leave campus, and get the actual fares reimbursed from bus company. If the staff choose to take taxi, it should be shared by 4-5 passengers if possible. For the afternoon trip, staff may take other means of transport if the coach fails to show up at or after 17:53.

- If the coach breaks down during a journey, the bus company will arrange a replacement coach to arrive at the scene within 20 minutes to pick up passengers for continuation of the journey. If a replacement coach fails to arrive within 20 minutes, the passengers may choose other means of transport, and get the actual fares reimbursed from bus company. If the staff choose to take taxi, it should be shared by 4-5 passengers if possible.
- To reimburse the travel fares, please fill out the Staff Bus User Reimbursement Form.
- Upon verification of the case, contractor is obliged to, within one month upon receipt of form, settle the claim of the passengers to the University.

Afternoon Boarding Position

- Please click here

- Coaches queue-up sequence:

  1 – Ma On Shan

  2 – Mei Foo

  3 – Sha Tin

  4 – Sheung Shui

  5 – Whampoa

  6 – Tsuen Wan

  7 – Tuen Mun/Tsing Yi

  8 – Wan Chai

  9 – Po Fu Lam

  10 – Siu Sai Wan

Typhoon & Rainstorm Black Warning

- When Typhoon Signal No. 8 is Raised:
  - No staff bus service will be provided.
  - When prior warning by Hong Kong Observatory about the hoisting of Typhoon Signal No. 8 is announced during office hours, bus company will arrange staff buses to depart campus about one hour later (depending on the traffic conditions). The exact time will be announced over the University public address system.
- When Typhoon Signal No. 8 is Lowered:
  - Staff bus service will be provided to travel to campus if the signal is lowered at or before 07:00. In other words, NO STAFF BUS SERVICE TO THE CAMPUS WILL BE PROVIDED IN A DAY IF THE WARNING IS CANCELLED AFTER 07:00.
- When Black Rainstorm Warning is Raised:
  - No staff bus service will be provided.

- When Black Rainstorm Warning is Cancelled:
  - Staff bus service will be provided to travel to campus if the warning is cancelled at or before 07:00. In other words, NO STAFF BUS SERVICE TO THE CAMPUS WILL BE PROVIDED IN A DAY IF THE WARNING IS CANCELLED AFTER 07:00.
  - Staff Bus Service departing the campus will not be affected.

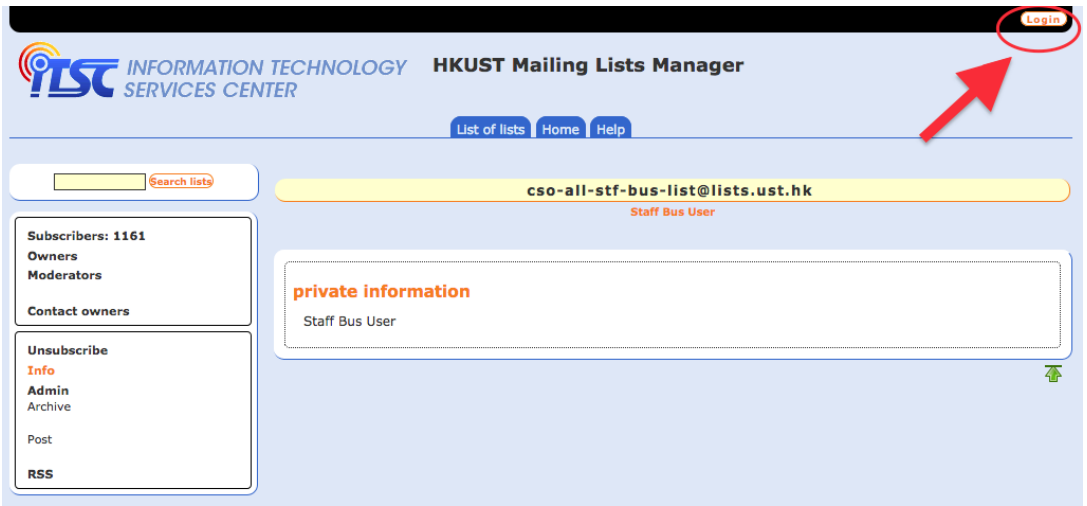
Latest News and Information

- Staff members may subscribe to the user lists to get the most updated information. The list serves as a communication channel for us to relay all relevant information to staff bus users. To subscribe, please follow the steps below:

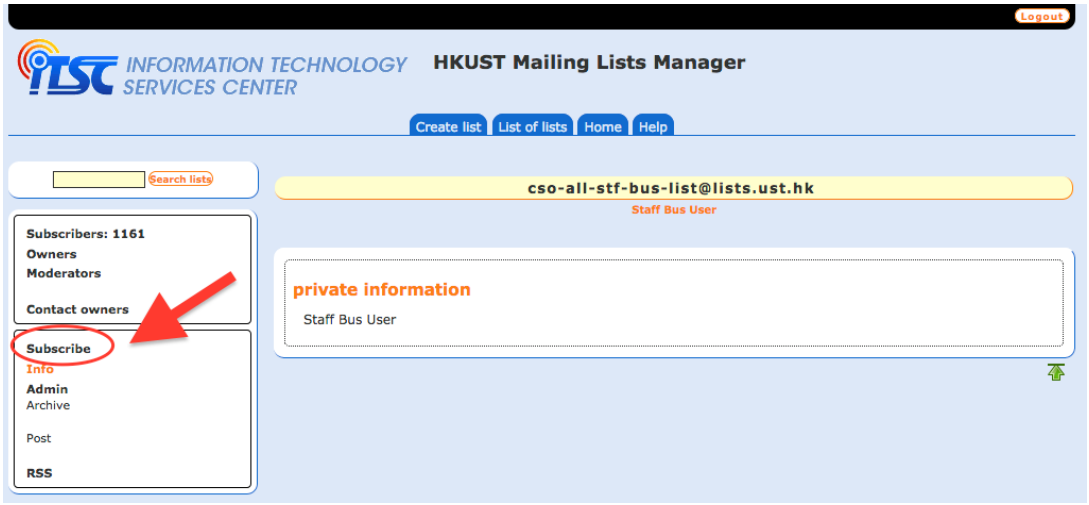
1. Choose the route:

   All Staff Bus Routes / Ma On Shan / Mei Foo / Sha Tin/ Sheung Shui / Whampoa / Tsuen Wan / Tuen Mun/Tsing Yi / Wan Chai / Pok Fu Lam / Siu Sai Wan

2. Click the top right hand corner's link to log in



3. Choose "subscribe" in the left column to complete the process.



Feedback and Enquiry

- For any feedback or enquiries, please contact us or the bus company (outside office hour) at 2491 5533 / 6534 1138.

CSO/G-SB/2018-03