

## **Pet Bus Riding Guidelines**

To ensure the health and safety of drivers, passengers and pets, passengers should pay attention to and abide with the following rules when riding Pet Buses:

### **Boarding Procedures:**

1. Each ticket permits passengers to bring one pet to board the bus. Passengers bringing pets on board must be 18 years old or above and capable of fully taking care of and controlling their pets throughout the journey. Passengers under 18 must be accompanied on board by an adult. Additional passengers or pets must purchase additional tickets.
2. Passengers must present the ticket booking confirmation email to board the bus.
3. Passengers must board the bus in accordance with the reserved date. No reschedule and/or no refund will be arranged.
4. Passengers can hop on and off at any bus stops along the chosen route on the reserved date. Unlimited rides all day long.
5. The rear seats of bus and the rear seats of upper deck (only applicable to double-deck bus) are priority seats for cats to separate cats from other pets. Passengers with other types of pets should select other seats.
6. To reduce stress on the pets and the possibility of conflicts, passengers and their pets must keep a safe distance from other passengers and their pets at all times.
7. Passengers should exercise caution and pay attention to their pets' safety when getting on or off the bus and using the stairs to access to and from the upper deck. Passengers should wait in line patiently and get on and off the bus one by one.
8. The bus does not accommodate standees. Passengers must remain seated while the bus is in motion.
9. The Kowloon Motor Bus Co. (1933) Limited ("**KMB**"), Sun Bus Limited ("**Sun Bus**") and Hoi Tai Tours Limited ("**Hoi Tai**") reserve the right of final decision on the boarding arrangement (including the special arrangement for late-coming passengers).

## **General Riding Guidelines**

1. The bus captain may refuse to permit any person who appears to be intoxicated, in a dirty condition or indecently dressed to board or travel on the bus to avoid causing disturbance or danger to other passengers.
2. Due to limited space, passengers are not allowed to bring pet strollers, large items or dangerous or offensive objects on board. Passengers should keep the aisles clear and their pets or belongings must not obstruct the aisles, entrance, exit or stairs.
3. Passengers must not speak to the bus captain when the bus is in motion unless it is necessary to do so for safety reasons.
4. Passengers should be considerate to fellow passengers and refrain from causing nuisance to others.
5. Passengers must not use any intimidating, insulting, abusive or inappropriate words or gestures, or act in a manner likely to harass the bus captain, other passengers and pets on board.
6. Passengers must not smoke on the bus.
7. Passengers must not eat, drink, spit or litter on board to keep the bus compartment clean.
8. Passengers with symptoms of respiratory infection or fever should wear a surgical mask when riding on the bus.
9. Passengers must not deface or damage any part of the bus.
10. If a passenger finds any belongings left by another passenger on the bus, they must promptly return the items to the bus captain or terminus supervisor in the state in which they were found.
11. To ensure safety during the journey and for the purpose of accident investigation, the bus compartment and the periphery of the bus body may be under CCTV surveillance and audio data may be recorded by the CCTV cameras.

### **General Safety Guidelines**

1. Passengers should consider whether their pets are suitable for travelling on the bus before riding the bus.
2. Passengers must take care of and supervise the safety of themselves and their pets at all times, and properly control their pets to prevent their pets from getting lost or causing nuisance or harm to other passengers or pets.

3. Passengers must be solely responsible for any injuries, loss or deaths of their pets and/or injuries and/or damage caused by their pets to other persons, other pets and/or property and/or belongings during the journey.
4. All pets must be properly secured in a suitable pet carrier, bag or box or kept on a leash and wearing a muzzle at all times.
5. Passengers acknowledge and understand the risks involved in bringing the pets to ride on the bus and understand that even with adequate and proper safety measures, accidents may occur due to pets getting out of control. If necessary, passengers should take out valid insurance for their pets (including pet insurance).
6. Passengers should keep the bus environment clean and hygienic. If their pets soil on the bus, the passenger should clean it immediately. If additional cleaning is required due to the pet soiling on the bus, a cleaning fee of HKD 500 will be charged.
7. The bus captain reserves the right to refuse to allow passengers and their pets to board the bus and/or request them to leave the bus if:
  - (i) the passenger or their pet is in breach of this Guidelines;
  - (ii) the pet appears to be dangerous or may affect other passengers;
  - (iii) the pet's behavior poses a threat or disturbance to others;
  - (iv) (where applicable) if the pet does not have the required licence and/or vaccination records;
  - (v) the pet is found to be sick;
  - (vi) the pet displays aggressive behavior or poses a safety threat to the bus captain or other passengers or pets; or
  - (vii) the passenger fails to or is unable to control their pets.
8. Passengers must strictly comply with the requirements of Public Health (Animals and Birds) Ordinance (Cap. 139), Dogs and Cats Ordinance (Cap. 167), Prevention of Cruelty to Animals Ordinance (Cap. 169), Rabies Ordinance (Cap. 421), Protection of Endangered Species of Animals and Plants Ordinance (Cap. 586) and Wild Animals Protection Ordinance (Cap. 170) as well as the subsidiary legislation of the Ordinances and all other relevant legislation at all times.

As most pets are dogs or cats, the following rules specifically apply to passengers bringing dogs or cats on board:

### **Guidelines for Dogs**

1. All dogs boarding the bus must have a valid dog licence, be implanted with an AVID microchip, and be vaccinated with valid rabies and DHPPiL (1-5) vaccinations, and any other vaccinations deemed necessary for disease prevention by the Agriculture, Fisheries and Conservation Department. The bus captain reserves the right to request the passengers to present a copy or photo of the dog licence and vaccination card for verification upon boarding.
2. For safety reasons, unless the dog is placed in a pet carrier, bag or box, all dogs must keep on a leash and wear a muzzle during the journey.
3. Fighting dogs or any dogs classified as “known dangerous dogs” under the Dangerous Dogs Regulation (Cap. 167D of the Laws of Hong Kong) must keep on a leash and wear a muzzle at all times.
4. Passengers should ensure that the muzzles worn by the pets provide enough space for the dog to breathe and allows airflow to prevent overheating.

### **Guidelines for Cats**

1. All cats boarding the bus must be vaccinated with a valid FVRCP Vaccination and any other vaccinations deemed necessary for disease prevention by the Agriculture, Fisheries and Conservation Department. The bus captain reserves the right to request the passengers to present a copy or photo of the vaccination card for verification upon boarding.

### **Miscellaneous Guidelines**

1. KMB, Sun Bus and Hoi Tai shall not be liable for any accidents, losses or damages arising from passengers bringing pets on board, including but not limited to any injuries, loss or death of pets and/or injuries caused by pets to others and/or any damage and/or injury caused by pets to another person and/or pets and/or property and/or belongings during the ride, regardless of the cause of such injuries, damages and/or losses.
2. KMB, Sun Bus and Hoi Tai reserve the right of final interpretation of these Guidelines.

KMB, Sun Bus and Hoi Tai reserve the right to amend or supplement these Guidelines at any time and from time to time without prior notice.

3. In case of any disputes, KMB, Sun Bus and Hoi Tai reserves the right to make the final decision.
4. In the event of any inconsistency between different versions of these Guidelines, the English version shall prevail.

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