

CONDITIONS FOR OPERATING INTERNATIONAL PASSENGER SERVICE(S)

- (1) The service(s) shall be operated by licensed public bus(es) and in compliance with the Road Traffic Ordinance and its subsidiary legislation.
- (2) The service(s) shall only be operated in accordance with the terminals, stopping places, number of approved crossings and other requirements as may be specified in the Schedule(s) of Service annexed to the Passenger Service Licence (PSL).
- (3) The Commissioner may authorise in writing additional border crossings, on an ad hoc basis, on application in advance by the Licensee within a reasonable period of time.
- (4) Each public bus while operating for an international passenger service under the PSL shall display on the front of the vehicle a sign identifying the destination of the service. This destination sign should not be displayed when the bus is not operating the said service.
- (5) No passenger shall be picked up and set down on the same journey within the territory of Hong Kong for any service(s) authorised under the PSL unless otherwise approved by the Commissioner, provided that this condition shall not apply to passengers leaving the bus for the purpose of complying with customs and immigration requirements at the Customs and Immigration Control Point.
- (6) No standing passenger shall be carried on any public bus(es) operating the service(s) authorised under the PSL unless otherwise approved by the Commissioner.
- (7) The Licensee may collect fares, in a manner that the Commissioner considers appropriate, from passengers for service(s) authorised under the PSL on buses and/or at locations that the Commissioner thinks fit. The Commissioner may, after consultation with the Licensee, by giving three months' notice in writing to the Licensee either personally or by registered post, specify the location(s) and/or manner(s) inappropriate for collection of fares. The requirements stipulated in this condition for collection of fares shall be deemed to be requirements in the Schedule of Service for the service(s) authorised under the PSL.
- (8) The Licensee shall keep records of the operating details of service(s) authorised under the PSL and upon the request of the Commissioner shall provide such information or produce such records for his inspection.
- (9) The Commissioner may, after consultation with the Licensee, by giving three months' notice in writing to the Licensee either personally or by registered post, amend the routes, terminals, stopping places, service hours and days/timetable, and other requirements of the service(s).
- (10) The Licensee shall ensure that all passengers travelling on the public bus operating service(s) authorised under the PSL are in possession of valid travel documents and where appropriate, visas in accordance with the relevant regulations for entry to the People's Republic of China. It is also the responsibility of the Licensee to present all passengers on board the bus to immigration officers for examination at the Customs and Immigration Control Point.
- (11) The Licensee shall ensure that all incoming/outgoing passengers and their personal baggage are presented to Customs for clearance.
- (12) Whenever circumstances beyond the control of the Licensee so require, the Licensee may cause a public bus to be diverted from a specified route for as long as such circumstances continue to so require, provided that:
 - (a) the Commissioner may require the Licensee to submit to him within a reasonable period a written explanation of the circumstances requiring him to cause such diversion; and
 - (b) any failure to submit an explanation required under paragraph (a) or to give an explanation to the satisfaction of the Commissioner shall be deemed to be a breach of the conditions of the PSL.

- (13) The Licensee shall use for the provision of the service(s) authorised under the PSL such public bus(es) as the Commissioner may license and authorise for operating the service(s). No public buses other than that registered in the name of the Licensee shall be used in the provision of such service(s) unless otherwise approved by the Commissioner.
- (14) The Licensee shall use such public bus(es) exclusively for the provision of the service(s) authorised under the PSL and shall not use such public bus(es) for any other purposes unless prior approval in writing has been obtained from the Commissioner.
- (15) The Licensee shall at all times maintain a fleet list of public buses duly authorised by the Authority for use on the service(s) authorised under the PSL.
- (16) When entering or whilst in the Frontier Closed Area, such public bus(es) must display a valid Closed Road Permit.
- (17) On entering the Frontier Closed Area, such bus(es) shall proceed direct to the Customs and Immigration Control Point. Similarly, on inward journeys these buses shall proceed direct to the exit point from the Frontier Closed Area. These buses are not permitted to stop within the Frontier Closed Area. In the event of an accident or mechanical breakdown, the public bus driver must inform the nearest Police, Immigration or Customs Officer of the incident. Passengers are not permitted to leave the public bus in which they are travelling other than as required for safety reasons, or in the event of an accident when they should remain near to it pending the arrival of the emergency services.
- (18) The Commissioner and his authorised representatives may at all reasonable times inspect:
- (a) any premises used by the Licensee in connection with the service(s) authorised under the PSL and all facilities provided by the Licensee for the construction, repair, parking and maintenance of public buses so used; and
 - (b) any public bus used by the Licensee in connection with the service(s) authorised under the PSL.
- (19) The Licensee shall provide such facilities for the inspections referred to in Condition (18) as may be required by the Commissioner.
- (20) The Licensee shall provide the Commissioner upon request with the following monthly operating statistics in respect of the service(s) authorised under the PSL :-
- (a) the number and capacity of public buses operating the service(s);
 - (b) the number of journeys operated and kilometreage travelled by each such public bus; and
 - (c) the number of passengers carried.
- (21) The operation of the international passenger service(s) may be terminated by the Licensee by giving to the Commissioner not less than one month's notice in writing of such termination.
- (22) The Licensee shall set up a telephone hotline/an email address for passengers to give comments or lodge complaints, and provide such information inside the compartments of public buses operating international passenger service, on fare tickets, or through the webpage/ mobile application provided by the Licensee.

TRANSPORT DEPARTMENT
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