

## **PASSENGER'S CHARTER**

For a safe and pleasant travel, we appeal to you to abide by the following guidelines:

### **At the bus stop / bus terminal**

1. Queue up while waiting for the bus.
2. Do not jump queue.
3. Stand on boarding platform.
4. Signal the bus in advance to stop.

### **Getting on the bus**

1. Wait until the bus has stopped properly before boarding.
2. Board the bus in an orderly manner.
3. Allow passengers to alight before you board the bus.
4. Do not take such items on board buses that may cause inconvenience to other passengers.
5. Ensure that your luggage does not exceed 10 kg and is not bulky.
6. Do not board the bus from the Emergency doors.

### **While on the bus**

1. Take the first seat available in order to allow other passengers to board the bus.
2. Be courteous and offer your seat to the elderly, the disabled or those traveling with young children.
3. State your destination and, as far as possible, tender the exact amount for your fare.
4. If you are a student, a disabled or pensioner, show your card to the conductor.
5. Keep your luggage safely and do not obstruct the passage.
6. Hold on firmly to the handrail or stanchion pole when standing.
7. Do not stand on the door steps.
8. Do not smoke, eat or drink in the bus.
9. Do not throw litter on the floor of the bus.
10. For the comfort of all passengers, do not damage the seats.
11. Report any unusual incidents to the bus conductor.
12. When so requested by a ticket examiner, please hand over your ticket for examination.

### **Getting off the bus**

1. When you want to get off the bus, ring the bell to signal the driver to stop at the next bus stop.
2. Ensure that you do not leave anything behind.
3. Do not attempt to alight from the bus while it is moving.
4. Do not get off the bus from the Emergency door.