



**The Hong Kong University of Science and
Technology**
Guidelines on Use of On-campus Welcab Service



Introduction

1. The purpose of the On-campus Welcab service is to assist students with special needs in commuting between the main campus, LSK campus and/or on-campus student residence to attend university-related activities, including lectures, examinations, extra-learning opportunities and extra-curricular activities organized by university units and/or student societies.

2. Welcab information



- 8-seater, include driver and one wheelchair user
- Build-in electronic ramp wheelchair accessible system at the back door

3. Eligible students make advance booking of the Welcab service free-of-charge on the online booking system.

4. Service hours, subject to availability (excluding public holidays):
Monday to Friday: 8:00am to 8:00pm

5. Student Affairs Office (SAO) and Campus Services Office (CSO) reserve the right of reviewing the service and updating the regulations to strike a balance between the availability of resources and the quality of service.

Service Regulations

1. Eligible Users (in the order of priority):
 - (i) Full-time students who have declared a permanent disability with SAO
 - (ii) Full-time students with temporary injuries as endorsed by the University Clinic / a certified doctor in Hong Kong

- (iii) Part-time students who have declared a permanent disability with SAO
2. Priority of needs:
 - (i) Attending scheduled lectures and examinations
 - (ii) Attending extra-learning opportunities organized by the University
 - (iii) Attending activities organized by student societies
 3. Prior notice of at least **1 week** is required for booking the service.
 4. To cancel a confirmed booking, a student needs to notify CSO as early as possible and no later than 1 day before the appointment.

Booking Procedure

1. Students are required to declare their special needs with DiversAbility Team (DA) of SAO and complete the necessary paperwork for verification of your eligibility.
2. Meet with DA to discuss students' need of the On-campus Welcab Service and provide confirmed class schedule.
3. Make the reservation via the online booking system and comply with the service regulations.
4. Students with confirmed booking but who fail to cancel the booking at least 1 day beforehand or who do not show up at the appointed time are required to give written explanation to DA.

Contacts

For enquiries, registration and opinions:

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DiversAbility Team

Student Affairs Office

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On-campus Welcab Service

Booking Process

A student schedules an appointment with DiversAbility Team (DA) to declare Special Educational Needs and review available support services.



DA reviews the policy with and grants the access to the student to use On-campus Welcab Service if he/she is eligible. DA makes arrangements with Campus Services Office (CSO) on booking for regular classes.



The eligible student fills out a request form via the Online Booking System with personal ITSC account for making individual booking 7 days in advance / amendments / cancellation to booked slot(s) 1 day in advance. Preview before submission is required to confirm all information filled out is correct.



The request is sent to welcab@ust.hk and to be processed by CSO.



The student receives a confirmation email from welcab@ust.hk in two working days if the request is successfully processed. If further amendment / cancellation is needed, the student should make the request via the Online Booking System and provides the booking reference number at least 1 day in advance.



Students using the service are always welcome to give feedback to DA on the provision for enhancing the service.