

Frequently Asked Questions



Q. When is the best time to book the Rockhopper?

A. Rides may be requested up to 3 weeks in advance and up to 10am two working days prior (Wednesday for a Friday trip and Friday for a Tuesday trip). After 10am any available space will be given to those on our waiting list for Dial-a-Ride.

Q. What is Dial-a-Ride?

A. Dial-a-Ride is a service that will be run in conjunction with the Western Route. Once the bus arrives in Kingscote it will pick up passengers from within the township of Kingscote and drop them off within the township for a smaller fare than that of the Western Route.

Q. What is the latest I am allowed to cancel my trip?

A. A late cancellation is defined as any trip cancelled after 2pm the day before the scheduled ride. A 'no show' is any failure by the passenger to arrive for the booked ride. Cancelled or 'no shows' can cause others not to get a ride they need if the Western Route or Dial-a-Ride service is full. A pattern of late cancellations or no shows can result in loss of ride privileges.

Q. What should I do if I lose an item while travelling on the Rockhopper?

A. If you should lose something while riding on a bus, report it as soon as possible. Please call KI Transfers (Western Route & Dial-a-Ride) at 0427 887 575 or Sealink (Eastern Route) at 131 301 with a description of the lost item, and the date and time of the loss. If you find something on a bus, please notify the driver.

Q. How do I know if I am eligible for a door to door pickup?

A. Passengers with physical or cognitive disabilities that keep them from boarding the bus in a general pickup or drop location may request a 'door to door' service. The bus used for Western Route is lift equipped.

Q. Am I allowed to take my bike on the Rockhopper?

A. Rockhopper buses are not currently equipped with bike racks. The Eastern Route does have a small cargo trailer. Special requests for bike transport may be made at the time of trip booking. Bike transport is at the discretion of the driver as passengers have space priority.

Q. If I need a carer for my trip will they be charged?

A. Passengers needing physical assistance during their trip are encouraged to register a Care Attendant with Rockhopper. Your Care Attendant when riding with you will not be charged a fare.

Q. Are service animals or pets allowed on the Rockhopper?

A. Service animals are welcome aboard Rockhopper vehicles and are the responsibility of the passenger. Pets, comfort and therapy animals may travel with passengers when in a passenger provided pet carrier designed for that purpose.