



TAXI SERVICES CUSTOMER CHARTER

CUSTOMERS RIGHTS AND RESPONSIBILITIES:

Taxi customers have the right to:

- A driver who is licensed and accredited;
- See the taxi identification number;
- Choose a preferred route;
- See the metered fare;
- Travel in a clean, tidy, smoke free, and well-maintained and roadworthy cab;
- Have the air conditioning turned on or off;
- Have the music system turned on or off;
- Be accompanied by a guide dog;
- Refuse a multiple hiring;
- Use an EFTPOS facility where available;
- Use valid credit or debit cards as displayed in the cab;
- Be given a receipt or tax invoice for their trip.

Taxi customers have the responsibility to:

- Pay the estimated fare if requested prior to commencing the hiring;
- Pay the correct fare, including any regulated tolls or booking fees;
- Not eat, drink or smoke in the taxi;
- Not swear or act in an offensive way;
- Wear a seatbelt;
- Ensure any children under 14 are secured in an approved child restraint or seatbelt;
- Not request the driver to exceed the number of passengers permitted to be carried in the taxi.

DRIVERS RIGHTS AND RESPONSIBILITIES:

Taxi Drivers have the right to:

- Ask for proof of ability to pay or request payment of the estimated fare, prior to commencing the hiring;
- Refuse to take passengers or terminate a hiring if they are intoxicated, aggressive, offensive or if their clothing is likely to soil the taxi.

Taxi Drivers have a responsibility to:

- Be courteous and helpful;
- Know and obey all traffic laws;
- Be clean, neat and tidy;
- Be wearing an approved uniform;
- Not refuse a fare (other than for the reasons outlined above);

- Know major routes and destinations;
- Take the most direct, practicable route;
- Assist passengers where reasonable;
- Be understanding of people with special needs.

FEEDBACK & COMPLAINTS:

Taxi Customers who wish to provide feedback or make a complaint about First Direct, are to provide details in writing to:

Customer Services Department;
 First Direct
 PO Box 9095 Tower Junction Christchurch 8149

or via www.firstdirect.net.nz using the Contact Us Enquiry form.

First Direct Taxis will abide by company service standards and agrees to the following:

Standard for Responding to Written Complaints
a. First response to complainant within 3 days.
b. Complaints to be substantially acted on / investigated within 14 days.
c. Complainant to be notified of outcome of investigation within 28 days.

TELEPHONE WAITING TIMES:

First Direct Taxis will make every effort possible to abide by its company service standards in relation to Telephone Waiting Times, answering 85% of calls within 30 seconds.

TAXI WAITING TIMES:

First Direct Taxis will make every effort possible to abide by its company service standards in relation to Taxi Waiting Times, averaging to pickup in under 5 minutes within a 24 hour period.

First Direct Taxis will also make every effort possible to ensure that Taxi Drivers affiliated with the network abide by such regulations.