

AUCKLAND INTERNATIONAL AIRPORT LIMITED

TERMS & CONDITIONS

EFFECTIVE: MARCH 2019

SCHEDULE 2 - FEES

Card Administration Fee: \$40.00 (including GST) upon issue of each Computerised Access Card (whether a first issue, or the issue of a replacement card)

Domestic Entrance Fee (pickup and drop off): \$3.00 (including GST) per entry into the domestic Rideshare Zone.

Domestic Waiting Fee: \$3.00 (including GST) per exit from the domestic Ridesharing Zone (in the event a driver breaches the maximum waiting time in the Ridesharing Zone as specified in this Licence Agreement).

International Entrance Fee (pickup): \$5.00 (including GST) per entrance to the International Ridesharing Zone

International Drop-off Fee (exit): \$2.00 (including GST) per exit from the International Ridesharing Zone

SCHEDULE 3 – RIDESHARE DRIVER RULES

RULES

Vehicle standards

1. Your Approved Vehicle must be less than 10 years old from the date of manufacture.
2. If your Approved Vehicle is not of sedan type, you must have a luggage safety barrier fitted which complies with all legal and safety requirements.
3. Your Approved Vehicle must always be of a high standard, well maintained and in an excellent state of cleanliness and repair. The outside of your Approved Vehicle must always be clean and must not have any dents, scratches, rust or paint defects.
4. The inside of your Approved Vehicle must always be clean and must not have any stains, rips or tears, fraying or any ornaments.

Driver qualifications

5. You must have a current and valid Passenger ("P") endorsement and a driver identification tag which enables you to work from the Airport.
6. You must have held a full New Zealand drivers licence for at least one year and which is current.

Ridesharing Zones

7. You must only park in the Ridesharing Zones to pickup

and drop off a Ridesharing passenger.

8. The maximum waiting time in the Ridesharing Zone is 7 minutes. You must not wait in the Ridesharing Zone for a period of longer than 7 minutes (unless such a delay has been caused by Auckland Airport).

9. You must not park your vehicle on metered car park spaces at the Airport when your vehicle is available for hire or waiting to enter the Ridesharing Zones (or holding area).

10. You must ensure that no part of your vehicle extends over the white lines on the road marking the boundaries of the Ridesharing Zone.

11. You must not follow immediately behind other vehicles at the barriers to the Ridesharing Zones, nor enter or exit the Ridesharing Zones without using a Computerised Access Card issued by AIAL.

12. You must not consume food or drink while your vehicle is waiting in the Ridesharing Zones.

13. You must always remain with your Approved Vehicle (within a radius of one metre, unless loading) while your Approved Vehicle is waiting at the Ridesharing Zone (other than the holding area).

14. You must not enter or remain in a Ridesharing Zone unless you have a pickup or drop off at the Ridesharing Zone.

15. If you are waiting at or around the Airport to be assigned a pickup or drop off you must wait at the Holding Area, and for clarity, will not wait at other locations within the Airport Environs (including parking in such other locations or loitering within the Airport Environs).

Driver conduct with customers

16. You must always put the needs of the customer first.

17. You must always be courteous, respectful and helpful to all passengers and other persons at the Airport.

18. You must never refuse or cancel a fare following having accepted it.

19. You must help the customer to load or unload personal luggage (for example, bags, prams, pushchairs, wheelchairs, etc). You must load all luggage safely. If a passenger requests to change to a different vehicle, you must immediately unload the passenger's luggage.

20. You must deal with any complaint in a courteous manner.

21. You must consider the safety of passengers and other persons at the Airport.

22. You must not smoke, or allow anyone in your vehicle to smoke. You may not smoke anywhere in the vicinity of any Ridesharing Zone (excluding holding areas), or in any vehicle on the rank.

Driver presentation

23. If your Licensee has a dress code or uniform, you must always comply with your Licensee's dress code and wear your uniform in accordance with your company's dress code.

Traffic Marshals

24. You understand that any Auckland Airport approved traffic marshal (who is in uniform or who produces evidence of identity as a traffic marshal), (a **Traffic Marshal**), has the authority to direct Approved Drivers who are not operating in compliance with the terms of this Licence Agreement to:

- a. take immediate corrective action;
- b. cease making the Approved Vehicle available for hire; and
- c. remove the Approved Vehicle from the Airport,

until such time as the Approved Driver and the Approved Vehicle are in compliance with the terms of this Licence Agreement.

25. If a Traffic Marshal asks you which ridesharing business you are currently (or were most recently) providing services for or on behalf, you must immediately tell the Traffic Marshal.

Driver conduct generally

26. You must provide high quality standards of service consistent with a first class passenger service for international and domestic passengers arriving at an airport.
27. You must always behave in an orderly and civil manner and must not cause a nuisance to others at the Airport.
28. You must not sleep in your Approved Vehicle or anywhere else at the Airport.
29. You must not swear, use foul or abusive language, show violent behaviour or cause any breach of the peace.
30. You must not deposit any waste, refuse or offensive or dangerous material at the Airport.
31. You must co-operate with other drivers and persons carrying out activities at the Airport.
32. You must not cause or allow any noise (including amplified music) that is a nuisance or annoyance to Auckland Airport or to the occupiers or users of the Airport.
33. You must not make critical remarks about any organisation associated with the Airport.
34. You must not enter the area at a terminal designated as a semi-sterile area, except to collect passengers and unless you have and carry an identity card issued by Auckland Airport or a temporary identity card issued by the information centre at the International Terminal.
35. You must not tout for business, solicit fares or attempt to encourage a person to hire or to ride in your Approved Vehicle, other than:
 - (a) by passive advertising in the form of signs and advertisements normally displayed on small passenger service vehicles, provided that such signs do not include things of a commercial or sales nature and do not include any discounts or other variations from the fare schedules set by your Licensee; or
 - (b) by calling attention to the fact that your vehicle is available for hire, provided that you are within a radius of one metre of your vehicle (unless loading). You may communicate with a passenger (provided they have first engaged your attention), by nodding (once only) and/or by speaking in a normal audible speaking voice once they are close enough to speak with you without either party raising their voice. You may not point at your vehicle or shake, tap or wave either arm. You may not, and nor may any other person on the rank, use any other article (such as a flag, sign or stick, etc), to call the attention of a passenger to you or your Approved Vehicle.

Airport Development

36. Auckland Airport may, at its discretion:
 - a. Relocate or alter the holding area from time to time (which may be some distance away from the relevant terminals);
 - b. relocate or alter the Ridesharing Zones on a permanent or temporary basis, provided that Auckland Airport will endeavour to give the Licensee one month's written notice of any permanent relocation. It is acknowledged by the Licensee that it is intended that the International Ridesharing Zone will be relocated away from the existing pre-charter pickup area in the near future.

Rules and codes of conduct

37. You must comply with all laws, by-laws and rules relating to motor vehicles, including:
 - a. Auckland International Airport Bylaws 1989;
 - b. certificate of loading rules;
 - c. having a current certificate of fitness and a current licence (registration) displayed on your vehicle at all times;
 - d. the Transport Service Rules; and
 - e. any rules or regulations governing fares.

38. You must comply with the instructions of Traffic Marshals and Auckland Airport officials.
39. You must comply with any codes of practice or conduct from time to time put in place by the Licensee.
40. You must not participate in any factoring, whether as a seller, factor or otherwise in relation to passengers picked up at the Airport.
41. By operating at the Airport, you agree that Auckland Airport can access and share information held by Auckland Airport concerning you and your vehicle in accordance with our privacy policy, which can be found on our website (<https://corporate.aucklandairport.co.nz/privacy-policy>). This may include sharing your information with Land Transport NZ, New Zealand Police, other Government departments, VTNZ, AA, ridesharing licensees and other COF testing agencies.
42. You must never conduct any business on Airport premises, other than the licensed activity of picking up and dropping off Airport passengers at the appropriate Ridesharing Zones for which you and your vehicle are licensed to operate. You must not pickup or drop off Ridesharing passengers in any location at the Airport except for the Ridesharing Zones.
43. You will incur demerit points (as described in Appendix One to these Rules) (**Demerit Points**) against yourself, your Licensee, and for Vehicle Failures (as described in Appendix One to these Rules) the Approved Vehicle's owner, if you commit any of the offences listed in Appendix One. The effect of these Demerit Points is detailed in Appendix One.
44. Demerit Points will accumulate where issued for separate or ongoing incidents and will expire on the date six months after the date they are issued.

Removal of Approved Vehicles:

45. The Licensee acknowledges that Auckland Airport may arrange for the removal by a third party or can itself remove any Approved Vehicle which:
46. has been left unattended in the ranks; or
47. which, in the opinion of a Traffic Marshal, is causing a nuisance at the Airport; and, in either event, all costs of removal including towage and storage fees shall be the responsibility of the Approved Driver and will be paid by the Approved Driver upon demand.

Parking

48. You must only park in holding areas where you are licensed to operate, unless otherwise directed by an authorised officer of Auckland Airport.
49. Auckland Airport will at all times have the right to control vehicles (including the number of vehicles) accessing the holding areas. Without limiting this, Auckland Airport may close or restrict access to the holding areas should it consider that too many vehicles are requesting access to the holding areas at any particular time.
50. Auckland Airport may, at any time during the term of the Licence introduce a traffic control system (a **Traffic Control System**) which may govern the flow of taxis and Shuttles to the holding areas.
51. You must not follow immediately behind other vehicles at the barriers to the Ridesharing Zones, and enter or exit the Ridesharing Zones without using a computerised card issued to you by Auckland Airport. You must not use the computerised card of another driver, or share your computerised card with anyone.
52. You must not be present in any Ridesharing Zones unless your vehicle is also present in that Ridesharing Zone, except for the reasonable purposes of checking the FID system.

Insurance

53. You must maintain at least third party insurance which applies to Ridesharing Services over any Approved Vehicle you operate at the Airport.
54. You acknowledge that you may be refused access to the Airport (including the Ridesharing Zones) and suspended if you cannot furnish proof of insurance to a representative of Auckland Airport upon request.

Vehicle standards

SCHEDULE 3 – APPENDIX: DEMERIT POINTS

("VF" = Vehicle Fail offence)

DEMERIT POINT CATEGORY Points

VIOLENT BEHAVIOUR 300

FARE CANCELLATION POST RIDER ADVISING DRIVER OF RIDERS DESTINATION 300

CRUISING AND PICKING UP PASSENGERS OUTSIDE RIDESHARING ZONES 300

FAILURE TO COMPLY WITH APPROVED FARE SCHEDULE (PASSENGER CHARGED INCORRECTLY) 300

FAILURE TO COMPLY WITH INSTRUCTIONS OF AUCKLAND AIRPORT OFFICIAL (INCLUDING TRAFFIC MARSHALS) 200

CARELESS DRIVING OR OPERATING VEHICLE IN AN UNSAFE MANNER (e.g. leg out of open door moving up rank) 200

NO CERTIFICATE OF LOADING 200, VF

NO OR EXPIRED CERTIFICATE OF FITNESS, DISPLAYED 200, VF

UNACCEPTABLE DRIVER BEHAVIOUR (IN AUCKLAND AIRPORT'S OPINION) (EG, SWEARING, ARGUING) ("**Unacceptable Behaviour**")
Up to 300

TAIL-GATING, ENTERING DESIGNATED AREA WITHOUT ACCESS CARD 150

TOUTING 150

SHARING OR TRANSFERRING COMPUTERISED ACCESS CARD (TO LET OTHER DRIVERS IN) 100

NOT UP TO CERTIFICATE OF FITNESS STANDARD 100, VF

NO OR EXPIRED REGISTRATION, DISPLAYED 100, VF

COMPUTERISED ACCESS CARD IN OTHER THAN THEIR DESIGNATED AUTHORISED VEHICLE 100

USING RIDESHARING ZONE OR HOLDING AREA WHEN NOT AVAILABLE FOR HIRE 100

FAILED TO COMPLY WITH CONDITIONS OF AUCKLAND AIRPORT LICENCE (NOT OTHERWISE SPECIFIED IN THIS TABLE)
100

ID CARD NOT DISPLAYED 100

SLEEPING ON AIRPORT (WHETHER IN VEHICLE OR ON ANY AUCKLAND AIRPORT PROPERTY) 100

EXCEEDING CERTIFICATE OF LOADING 100

WAITING FOR MORE THAN 7 MINUTES AT THE RIDESHARING ZONE 75

DRIVER NOT IN ATTENDANCE OF VEHICLE ON HOLDING AREA FOR 15 MINUTES OR LONGER 50

SMOKING, CONSUMING FOOD OR DRINK ON AT RIDESHARING ZONE (EXCLUDING HOLDING AREA) 50

PRESENT ON RIDESHARING ZONE (EXCLUDING HOLDING AREA) OTHER THAN WITH OWN VEHICLE AND WITHOUT GOOD REASON (EG CHECKING FIDS)
50

VEHICLE NOT IN CLEAN AND TIDY CONDITION 50

Effect of these points

25 Driver warned, Licensee notified

50 Driver warned, Licensee notified

100 Driver banned for 7 days. Licensee may Appeal

150 Driver banned for 7 days, Licensee may Appeal

300 Driver banned for 1 month. Licensee may Appeal

600 Driver banned for Licence Term.