

Customer Terms & Conditions of Use

1. Total Mobility (TM) is administered by the Greater Wellington Regional Council (GWRC).
2. By accepting and using the TM card you are agreeing to the Customer Terms and Conditions of Use (T&Cs) set by GWRC and as amended from time to time. Please read these T&Cs carefully before using your TM card.
3. If you fail to adhere to these T&Cs, knowingly provide misleading or false information, or fail to notify GWRC of any misuse, you risk cancellation of access to TM and, at the discretion of GWRC, legal action.
4. The information you provided during the assessment is used to establish eligibility for TM and for statistical and research purposes which will not identify you as an individual. Information may be shared with the New Zealand Transport Agency or Audit New Zealand for audit purposes.
5. Under the Privacy Act 1993, you have the right to access and correct information held about you by GWRC. GWRC employees, agencies and assessors can access your information. Information will be held securely and protected against loss, unauthorised access or misuse.
10. You must not contact drivers directly to book travel unless you are arranging a return trip on the same day with the driver initially sent to you by the TM transport operator.
11. GWRC may review your eligibility for TM at any time and a reassessment may be required.
12. Any TM card that has not been used for a period of 3 years or more will be cancelled.
13. You must not use your TM card for services provided by a driver who is a family member or close associate. For example; if your husband or family friend is a taxi driver and you travel in their taxi, you cannot use your TM card to reduce the amount of any fare charged. If you wish to use your TM card you must use a different driver who is not a family member or close associate.
14. You must remain in the vehicle for the entire duration of the trip, except where you have asked the driver to briefly wait for you (no more than 5 minutes).
15. You must not ask the driver to wait more than a total of 5mins, over the duration of a trip. Your TM card may be cancelled if you fail to adhere to this requirement.
16. You must pay your share of the fare and obtain a receipt at the end of the trip and before exiting the vehicle.

Conditions of Use

1. You must be a registered TM customer and your contact details must be current.
2. You must not allow anyone else to use your TM card for any purpose whatsoever and take all practicable steps to protect your TM card from theft or fraudulent use.
3. You must not leave your card with a driver or any other person at any time. Your card is your responsibility.
4. You must show your TM card to the driver at the **start** of every trip. Failure to do so will result in being charged the full fare. No refund will be made.
5. You must notify GWRC if you lose or misplace your TM card, or if you think someone else is using your card.
6. You must notify GWRC if there are any changes that may affect your eligibility.
7. Transport requiring a wheelchair accessible vehicle should be **booked in advance** wherever possible.
8. You must arrange transport through the TM transport operator's centralised dispatch system unless you are taking a taxi off of a taxi rank.
9. You may travel with companions provided you remain in the vehicle with them for the entire trip duration.
17. GWRC may change, at any time and without prior notice, these T&Cs, the TM subsidy amount or eligibility criteria. The current version of the T&Cs will be maintained on our website.
18. For out of town travel, you must meet all requirements of the regional council in whose geographical area you travel; including any requirement to use TM vouchers. You are responsible for ordering TM vouchers at least 10 days in advance from GWRC for use in other regions.
19. You must use TM in a responsible manner including taking the most efficient route and minimising use where possible. An eligible trip is from Point A to Point B; a round trip from Point A to Point A does not qualify for a TM subsidy.
20. TM is for personal travel only and may not be used for travel that is (or should be) partially or fully paid for by another organisation, such as ACC, an employer or rest homes. Contact GWRC for further clarification of this condition before travelling.

For more information:

Contact Metlink on (04) 801700 or visit
www.metlink.org.nz