

Tutukaka Passenger Services Ltd – Terms and Conditions

Welcome to Tutukaka Passenger Services Ltd in New Zealand. By using our taxi services, you agree to comply with these Terms and Conditions. Please read them carefully before booking a ride.

Service Overview

Tutukaka Passenger Services Ltd provides transportation services, connecting passengers with their destinations. Passengers must be of legal age to travel alone under New Zealand law.

Booking & Payment

- a. Rides can be booked via text or phone. Please ensure all booking details provided are accurate.
- b. Fare estimates will be given before confirmation.

Pets & Animals

- a. Controlled dogs or caged animals are permitted, provided they are well-behaved and securely restrained.
- b. Drivers reserve the right to refuse transport if an animal poses a safety risk.
- c. Any damage caused by a pet will be the passenger's responsibility.

Intoxicated Passengers

- a. Passengers under the influence must be accompanied by a sober companion.
- b. The companion is responsible for ensuring the passenger's behaviour remains appropriate.
- c. Drivers may refuse service if an intoxicated passenger is unaccompanied.
- d. If required, the companion may be transported back to the pickup location for an additional fee.

Cancellations

- a. Cancellations made at least one (1) hour before the scheduled pickup are free of charge.
- b. Late cancellations (within one hour of pickup) may incur a cancellation fee.
- c. If Tutukaka Passenger Services Ltd cancels due to operational issues, passengers may be eligible for a refund (see Refund Policy).

Refunds

- a. Refund requests must be submitted within 48 hours of the completed ride.
- b. Valid claims will be processed within five (5) business days.

Waiting Time

Drivers will wait up to five (5) minutes at the pickup location. After this time, the ride may be cancelled, and a fee may apply.

Passenger Conduct

Disrespectful, aggressive, abusive, or unsafe behaviour will not be tolerated and may result in immediate termination of the service.

Safety Responsibility

Both passengers and drivers are responsible for maintaining a safe environment throughout the journey.

Route Changes

Additional stops or route changes require driver approval. Unauthorised detours may result in additional charges.

Lost Property

Lost property will be held for 14 days. If items remain unclaimed after this period, they may be donated or disposed of.

Waiting Fees for Stops

Stops exceeding 10 minutes (for example, shopping trips) will incur additional waiting charges.

Liability

Tutukaka Passenger Services Ltd is not liable for delays, losses, injuries, or damages incurred during transportation. Passengers are responsible for their personal belongings at all times.

Privacy Policy

Personal information is handled in accordance with our Privacy Policy, available on our website.

Amendments to Terms

We reserve the right to amend these Terms and Conditions at any time. Continued use of our services constitutes acceptance of any updated Terms.

Governing Law

These Terms and Conditions are governed by the laws of New Zealand. Any disputes shall be resolved through the courts of New Zealand.

Cleaning Fees

Passengers may be charged up to \$250 for excessive mess, spills, or soiling that requires professional cleaning.

Dash Cam Usage

Vehicles may be equipped with dash cameras for safety and security. By using our services, you consent to video and/or audio recording where applicable.

Claim Limitations

Liability for claims against Tutukaka Passenger Services Ltd is limited to a maximum of \$200, except where prohibited by New Zealand law.

Prepayment for Long Trips

Journeys with an estimated fare exceeding \$100 require prepayment unless prior payment arrangements have been approved.

No Smoking, Vaping, or Eating

To maintain a clean and comfortable environment for all passengers, smoking, vaping, and eating are prohibited inside our vehicles.

Call Recording

Customer service calls may be recorded for training, quality assurance, and dispute resolution purposes.

By using the services of Tutukaka Passenger Services Ltd, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. If you do not agree with these Terms, please refrain from booking or using our services.

Thank you for choosing Tutukaka Passenger Services Ltd!