

## NDIS PARTICIPANT REFERRAL FORM

To allow us to help you in the best way possible, can you please provide your:

Full name

Email address

Telephone number

NDIS participant number

Date of birth

Residential address

Regular pickup address

(if different to residential)

Regular drop off address

(if applicable)

What is your preferred method of contact?

Email

Telephone

Emergency contact name

Contact number

Relationship to client

Which category describes you best?

NDIS Participant

Support Co-ordinator

Agency

If applicable:

Support Co-ordinator or Agency name

How is your NDIS managed?

Self managed

Plan managed

Agency managed

Do you receive Taxi User Subsidy Scheme (TUSS)?

Yes

No

If yes, what category of TUSS do you receive?

50%

75%

What are your vehicle passenger requirements?

Up to 4

Up to 12

Do you require a wheelchair accessible vehicle?

Yes

No

Does a Carer or family member travel with you?

Yes

No

Any additional information that you would like to share with us?

How did you hear about Ezy-Car?

Signature

Date

# EZY-CAR TERMS AND CONDITIONS OF CARRIAGE

## Definitions

**We:** Our, Ezy-car, Ground Transport Solutions Pty Ltd (T/As Ezy-car) and associated companies, Licensees, staff, drivers, the Operator.

**Client:** You, your - the individual(s), passenger(s), company or other entity making a booking, and/or representative guest thereof.

**Transfer Time:** The time from when your driver departs the first pick-up location to when your driver arrives at the final drop-off location.

**Total Transfer Time:** The time from the scheduled first pick-up time/flight arrival time to when your driver arrives at the final drop-off location.

**Waiting Time:** The time from the scheduled pick-up time/flight arrival time to when your driver departs the first pick-up location.

**Direct Transfers:** Direct vehicle transportation without deviation of route or additional Waiting Time between two or more scheduled pick-up/drop-off locations.

**On-Demand Bookings:** Bookings where the scheduled pick-up time is less than 1 hour from the time the booking is originally submitted and accepted by Ezy-car.

**Pre-Bookings:** Bookings where the scheduled pick-up time is 1 hour or more from the time the booking is originally submitted and accepted by Ezy-car.

**Domestic Airport Arrival Bookings:** Bookings where the first pick-up location is a Perth Domestic Airport Terminal.

**International Airport Arrival Bookings:** Bookings where the first pick-up location is a Perth International Airport Terminal.

**Non-Airport Arrival Bookings:** Bookings where the first pick-up location is neither a Perth Domestic Airport Terminal nor a Perth International Airport Terminal.

**Government Levy:** The mandatory On-Demand Passenger Transport Levy within the Transport (Road Passenger Service) Act 2018 of 10.00% to a maximum of \$10.00 per transfer.

## Booking Confirmation Details Not Correct? Want to Amend this Booking?

For all bookings you make with Ezy-car you will receive a Booking Confirmation to your email address. It is important you open and review your attached Booking Confirmation immediately and ensure all the information is correct. Any amendments/cancellations required must be advised to and acknowledged by the Ezy-car Customer Service Centre on (08) 9365 9755 (open 24/7).

## Can't Locate Your Driver?

You will receive a SMS of your Drivers details when they arrive at the pick-up location. Should you not be able to locate your driver at the pick-up location as per the pick-up details of your Booking Confirmation you must immediately contact your Driver directly or call the Ezy-car Customer Service Centre on (08) 9365 9755 (open 24/7) to confirm the location of your driver. Passengers who fail to contact their Driver or the Ezy-car Customer Service Centre in these circumstances may incur the full estimated charge of their booked transportation as per their Booking Confirmation.

## Airport Arrival Bookings

International and Domestic Airport Arrival Bookings will be required to quote an inbound flight number when making a booking so we may monitor your flight movements. Your scheduled pick-up time will automatically be amended to coincide with the actual arrival time of your flight. Ezy-car provides a meet & greet service, all airport arrival passengers are responsible for meeting their Driver inside the Terminal Arrivals hall. Your Driver will have the passenger names displayed on a nameboard. Should you not locate your driver inside the Terminal, you must call the Ezy-car operations centre on (08) 9365 9755 (open 24/7). Failure to contact either the Ezy-car operations centre will ensure full job charges apply.

## Estimated Charge & Total Charge

All prices are inclusive of GST and the Government Levy. The estimated charge is calculated based on estimated Km's, per vehicle, and for Direct Transfers unless fixed or other prices are quoted. Unless otherwise stated the estimated charge includes airport parking, credit card surcharges, public holiday surcharges, and any applicable booking & amendment fees. Estimated charges do not include ground transportation charges such as; non-airport parking fees, road & bridge tolls, entrance fees to tourist attractions, any additional Waiting Time charges, or special requests. Prices are current at the time of booking and subject to availability at the time of booking. The Operator reserves the right to pass on, without notice, any increases that may occur in any applicable airport charges, road & parking tolls, entrance fees, or parking charges.

## Waiting Time Policy

**Non-Airport Arrival Bookings:** Passengers are entitled to 5 minutes of complimentary Waiting Time. If required Waiting Time exceeds the complimentary 5 minutes, additional Waiting Time will be charged at \$1.10/minute (including GST and Government Levy, excluding credit card surcharges), charged in 5 minute increments.

**Domestic Airport Arrival Bookings:** Passengers are entitled to 5 minutes of complimentary Waiting Time, in addition a charge of \$16.50 (including GST and Government Levy, excluding credit card surcharges) for a further 15 minutes Waiting Time is applicable on all Domestic Airport Arrival Bookings regardless of the Waiting Time required by the passengers. Additional Waiting Time in excess of these initial 20 minutes will be charged at \$1.10/minute (including GST and Government Levy, excluding credit card surcharges), charged in 5 minute increments.

**International Airport Arrival Bookings:** Passengers are entitled to 5 minutes of complimentary Waiting Time, in addition a charge of \$27.50 (including GST and Government Levy, excluding credit card surcharges) for a further 25 minutes Waiting Time is applicable on all International Airport Arrival Bookings regardless of the Waiting Time required by the passengers. Additional Waiting Time in excess of these initial 30 minutes will be charged at \$1.10/minute (including GST and Government Levy, excluding credit card surcharges), charged in 5 minute increments.

## Amendment/Cancellation Policy

Your booking is not amended/cancelled until you receive an updated Booking Confirmation confirming your amendment/cancellation request. The information shown on your most recent Booking Confirmation is the booking arranged as agreed. Any amendments without acknowledgement from Ezy-car may result in additional charges. Any amendments to your booking after confirmation can only be accepted subject to availability. Ezy-car reserves the right to charge a fee in respect of any amendment/cancellation to your booking, in addition to any other applicable charges in relation to the amendment/cancellation. Booking amendments/cancellations will be accepted free of charge prior to the scheduled pick-up time, however a full charge of the estimated price may apply when the:

- Amendment/cancellation of a booking is made within 1 hour of the scheduled pick-up time, and

- A vehicle has already been allocated to the booking, or
- When the passengers fail to arrive or make contact with their Driver or the Ezy-car Customer Service Centre on (08) 9365 9755 (open 24/7).

Industrial disputes, route restrictions, unsuitable weather, road works and unforeseen acts of nature may necessitate cancellation or delay of transport or services.

## Extensions

You are responsible for any charges levied by the Operator in respect of additional Waiting Time or Km's in the event that your booking does not run as scheduled. This includes additional charges levied where you choose to extend the duration of your booking and include charges for flight and/or traffic delays.

## Food and Beverage Consumption

Food and beverage are not permitted to be consumed in any Ezy-car vehicle.

## Smoking

Smoking is not permitted by law in any Ezy-car vehicle.

## Pets

No pets are permitted in any Ezy-car vehicle and/or luggage trailer.

## Damage to Vehicle

The Client is responsible for any charge levied by Ezy-car in respect to any damage caused to a vehicle as a direct result of your booking. You will not be responsible for payment where damage is caused by the actions of the driver or Ezy-car and any of their Employees.

## Customer Safety

Our drivers will at all times drive at safe and sensible speeds as in accordance with legal speed limits, traffic and current road conditions, furthermore our drivers reserve the right to deny access to any venue that they feel may put the passengers and/or vehicle in an unsafe situation.

## Seat Belts

It is compulsory by law that all passengers wear seatbelts at all times when the vehicle is in motion.

## Luggage Information

No suitcases will be transported inside the passenger area of the vehicle due to safety concerns.

## Lost & Found

We will try to deliver any items left in the vehicle back to the passenger at their expense or they may be collected from the Ezy-car office. We cannot be held responsible for any personal items left in the vehicle during or after hire.

## Inappropriate Behaviour

Passengers acting in an anti-social manner, causing unwarranted distraction to the driver or generally causing concerns regarding safety will be asked to leave the vehicle and seek alternative transport to their destination. No refund will be offered in these circumstances. Passengers must comply with all the laws and regulations in the state they are travelling and with the instructions of Ezy-car, its Operators and Licensees.

## We Are Not Common Carriers

Ezy-car, its associated Operators and Licensees are not common carriers and may refuse to carry any person or goods without providing reason. Ezy-car, its associated Operators and Licensees are responsible only for services provided by it and has no liability for any other services.

## Credit Card Transactions

If the transport or service is purchased with a credit card, the purchaser agrees to make payment in full when billed or in extended payments in accordance with the standard policy of the issuer of the credit card.

## Vehicle Substitution

The vehicles in the brochures/website/app/photos supplied are to demonstrate the quality and range of the Ezy-car fleet. Ezy-car reserves the right to substitute the number of vehicles, the vehicle types, or service providers, at its unfettered discretion, should the need arise to maintain operational capability. Any vehicle substitution shall be done at no additional cost that otherwise would have been payable by the Client.

## Insurance

Ezy-car, its Operators, and Licensees are insured for passenger travel. This insurance is for public liability and NOT travel insurance. Although every effort will be made to ensure the safe keeping of personal property, we do not accept liability for loss or damage of personal items. Please check that you have sufficient coverage for any personal property that you bring into our vehicles and/or luggage trailers.

## Limits of Liabilities & Insurance

Please be assured that Ezy-car, its Operators, and Licensees will take every reasonable safeguard to achieve an on time service, however in the unlikely event of your driver being late due to circumstances howsoever caused, maximum liability, if accepted, will be limited to a refund for the booking in question. All care will be taken, but no liability will be assumed. No claim for liquidated damages or consequential loss for any other costs will be accepted. Subject to the terms, Ezy-car, its associated Licensees, and Operators have no responsibility for costs or losses including missed travel connections, resulting from diversion, substitution, alterations, cancellations, and delays or booking errors.

## Exclusions

Except as otherwise provided by these terms, and to the extent permitted by law, Ezy-car, its Operators, and Licensees:

- Are not liable whatsoever to the Client for any indirect loss and/or expense (including loss of profit) suffered by the Client, arising directly or indirectly from negligence or omission or some other cause in connection with provision or non-provision of any services; and
- Are not liable for any inaccuracy or omitted information concerning services or their prices.