

# Terms and Conditions/Conditions of Carriage

## 1.0 Acceptance of Terms

By using Corporate Cabs Limited (“CCL”) services – including opening an account, making a booking, or riding in a Corporate Cab – you agree to these Terms and Conditions. This agreement is a legally binding contract between you and CCL. If you do not accept these Terms, please do not use our services or make a booking.

### 1.1 Changes to Terms

CCL may update these Terms from time to time. Updated Terms will be posted on our website (at [corporatecabs.co.nz/terms](http://corporatecabs.co.nz/terms)). Continued use of our services after any update means you accept the new Terms.

### 1.2 Entire Agreement

These Terms (also called “Conditions of Carriage”) govern all bookings and services provided by CCL, unless you have a separate written contract with CCL. Any other communications or understandings are superseded by these Terms.

### 1.3 In plain language

By booking or riding with Corporate Cabs, you’re agreeing to follow these Terms. We might change the Terms occasionally by updating them on our site – if you keep using our service after that, it means you’re ok with the changes.

## 2.0 Our Services

### 2.1 What We Do

CCL provides premium passenger transportation services across multiple New Zealand cities. We aim to offer safe, comfortable, and reliable travel – a step above a standard taxi or rideshare – at a competitive price reflecting our high service standards.

### 2.2 Professional Drivers

Transportation is carried out by Corporate Cabs Owner-Operators, who are independent contractor drivers. All drivers are carefully screened, selected, and trained to meet

CCL’s strict service standards and brand values. CCL regularly inspects vehicles and monitors drivers to ensure quality and safety.

### 2.3 Booking and Dispatch

CCL facilitates your ride by receiving your booking requests (via phone, email, our website, or mobile apps) and dispatching a driver to you. We also provide account management services for approved account holders. When you request a ride, CCL processes the request through our dispatch system and assigns it to an available Corporate Cabs driver.

### 2.4 Vehicle Display Notice

Our online booking system may show an image or description of the type of vehicle expected for your booking. This indication is intended to assist you in recognising the general model or style of the vehicle typically assigned to that type of trip. However, the specific vehicle model displayed is indicative only and subject to availability.

Due to operational requirements or driver availability, the actual vehicle dispatched may differ from the one shown at the time of booking. We will always aim to provide a vehicle of similar type and standard (or higher), but we cannot guarantee that the exact model displayed will be the one that arrives.

### 2.5 Technology Platforms

We provide software, mobile applications, and web platforms (“booking platforms”) for you to book, modify, or cancel rides, and to communicate with CCL staff or drivers. These platforms include CCL’s own systems as well as third-party software integrations. We strive to keep these systems stable, secure, and reliable for your use.

### 2.6 System Security

CCL is committed to protecting your information and ensuring secure systems. However, like any digital service, there is a small risk of cyber incidents. If a data breach or security incident occurs, CCL will use its best efforts to contain the

issue and mitigate any harm, and will notify affected customers as appropriate. To help maintain security, please follow the usage rules in Section 6.

### 2.7 In plain language

We provide a high-quality taxi service with vetted drivers. You can book rides through our phone line, app, or website, and we'll dispatch a driver to you. We use technology to manage bookings and keep your data secure. We work hard to prevent any security issues and will let you know if any occur. Our website or app may show what kind of car you might get. That's a guide – not a guarantee – because the actual car may vary depending on which drivers are available when your ride is dispatched. We'll always send something of equal or better standard.

## 3.0 Your Rights under Consumer Law

Nothing in these Terms is intended to exclude or limit any legal rights you have under New Zealand consumer protection laws that cannot be excluded by agreement. This includes your rights under the Consumer Guarantees Act 1993 ("CGA") and other applicable laws, except as specifically disclaimed for business use (see below).

### 3.1 Consumer Guarantees

If you are using our services as a consumer (for personal, non-business purposes), you have certain guaranteed rights – for example, that services will be provided with reasonable care and skill and will be fit for their intended purpose. We will not exclude or limit those rights except to the extent permitted by law.

### 3.2 Business Use – CGA Opt-Out

If you are using our services for business purposes (in trade), you agree that the provisions of the Consumer Guarantees Act 1993 do not apply to this contract. (In other words, to the maximum extent permitted by law, business or trade customers are not covered by the CGA when using CCL services. This clause constitutes written notice contracting out of the CGA for business users.)

### 3.3 Limitation for Losses

If you suffer loss in connection with our service, you must take reasonable steps to minimise your loss, including notifying us as soon as possible so we can assist. Subject to your consumer rights, CCL will not be liable for losses that:

- Were not reasonably foreseeable to you and CCL at the time of your booking;
- Were caused or contributed to by you, or by any event outside our reasonable control;
- Arise from the acts or omissions of the actual transport service provider (e.g. the independent driver of the vehicle) rather than CCL's own actions; or
- Arise from your ride being classified as a "no-show" (for example, if the driver waited the required time and tried to contact you, but you failed to meet the driver, leading you to make alternate arrangements).

### 3.4 In plain language

We respect your rights under New Zealand consumer law. If you're booking as a personal customer, those mandatory protections (like services being performed with care and skill) apply. If you're booking for a business, the CGA consumer guarantees won't apply to our contract. Regardless, if something goes wrong, we expect you to try to reduce any loss and let us know so we can help. We're not responsible for losses that are unforeseeable, partly your fault, outside our control, or related to a no-show or something the driver (as an independent contractor) is responsible for.

## 4.0 Booking and Cancellation Policies

### 4.1 Making a Booking

When you book a Corporate Cab, you agree to provide accurate and complete information so we can serve you properly. This includes:

#### 4.1.1 Contact Availability

You must provide a valid phone number and be reachable prior to your pickup. CCL (or your driver) may need to contact you up to 30 minutes before the scheduled pickup time (or upon landing, if you're arriving by flight). Please ensure the phone number in your booking will be active and answered.

#### 4.1.2 Booking Details

You need to supply correct details for: pickup and drop-off addresses; any intended stops or detours; the number of passengers; any large or heavy luggage items or excessive baggage (so we can send an appropriate vehicle); if you will be traveling with young children under 8 years old (so we can arrange child seats, as required by health and safety law and CCL's health and safety policies, since all children must use appropriate restraints in our vehicles); any disabilities or special assistance requirements; any pets or animals traveling (note: only certified guide dogs or assistance animals are permitted as of right – see Section 9 on Refusal of Carriage); and the payment method or account details you intend to use for the trip.

#### 4.1.3 Timeliness

Please be on time for your pickup. You are responsible for allowing enough time to reach your destination, considering possible traffic or other delays. Our drivers and dispatchers will do their best to pick you up promptly and get you to your destination on schedule, but factors like weather, traffic congestion, or flight delays can occasionally cause lateness. You acknowledge that such factors are outside CCL's control, and you agree not to hold CCL or its drivers liable for any resulting delays or consequences. If you anticipate being late or no longer need the ride, contact us as soon as possible (see Cancellation below).

#### 4.1.4 Alternate Vehicles

In rare cases, due to circumstances beyond our control (e.g. no CCL drivers available, severe delays, or other disruptions), CCL may not be able to send a Corporate Cabs vehicle to you in a timely manner. In these situations, we may try to arrange an alternate transport provider (such as a third-party taxi or shuttle service) to complete your journey on time. We will only do this when necessary and in good faith to assist you. While we will choose alternate providers carefully, CCL cannot guarantee or be responsible for the service levels of third-party providers. If an alternate provider is used:

- The fare charged will be no higher than the fare you were quoted by CCL for the trip. (If the alternate provider's own rate is lower, you will pay the lower rate; if higher, CCL will cover the difference beyond your quoted price.)

- If you have a CCL corporate account and provided that account for the booking, any third-party fare will be charged through your CCL account as usual. If you did not provide a CCL account, you may need to pay the alternate provider directly at the time of service.
- CCL will make best efforts to ensure the alternate vehicle is safe, clean, and meets our standards, but we do not accept liability for the actions or service quality of external providers (see also "Limitation of Liability" in Section 15).

#### 4.2 Changes and Cancellations

If your travel plans change, please inform us as soon as possible. Where a driver has been dispatched, changes, cancellations or your errors in booking information may result in a charged a fee where appropriate.

#### 4.3 Amending or Cancelling Bookings

You may cancel or change a booking through our app, website, or by calling us. If you no longer need a ride, you must cancel with sufficient notice so that we can avoid dispatching a driver unnecessarily. If you cancel before a driver has been dispatched, no cancellation fee applies. For pre-scheduled bookings, we request that you cancel at least an hour in advance if possible.

#### 4.4 "No-Show" Policy

If a driver is dispatched to your booking and you fail to meet the driver at the pickup location:

The driver will wait up to a certain period for you to arrive (or for you to contact us/driver): 20 minutes for domestic flight arrivals (after actual landing time) and 60 minutes for international flight arrivals (after actual landing time, to allow for customs and immigration). For non-airport pickups, drivers generally wait at least 10 minutes at the pickup location. The driver will also attempt to contact you (using the phone number on your booking) if you are not present at pickup.

If the waiting period passes without you meeting the driver or making contact, the booking may be marked as a "no-show", and the driver may be released to other duties. In a no-show event, CCL reserves the right to charge you a reasonable "no-show fee" to cover the driver's time and the vehicle's operating expenses. This fee is generally based on the wait

time and distance travelled by the driver for your booking. You will not be entitled to refunds or reimbursement for any costs you incur due to missing your ride (for example, if you have to make alternative travel arrangements or miss a flight, that is your responsibility).

#### 4.5 Airport Pickups

If you are arriving on a flight, our drivers will monitor your flight arrival time and do their best to accommodate delays. You do not need to notify us of routine flight delays for the same flight number and date – we will adjust your pickup time accordingly. However, if your flight number or scheduled arrival time changes (e.g. you are re-booked to a different flight), you must inform us of the new flight details to ensure your driver knows when to meet you. Upon landing, please proceed efficiently to the arrivals area or baggage claim; your driver will be waiting with a sign showing your name. The driver will wait up to 20 minutes after arrival for domestic flights or 60 minutes for international flights. If you have not met your driver or made contact within that time window, and especially if other passengers from your flight have already cleared, the driver may consider you a no-show and depart (a no-show fee may apply as noted above).

#### 4.6 Waiting Time Fees

We allow a grace period for waiting, but extended waiting time may incur charges. Specifically, after the free waiting period. Outside of airport pick-ups waiting time is charged at \$1.50 per minute after the first 5 minutes. For airports, waiting time will be charged after the first 20 minutes for Domestic arrivals and 30 minutes for International arrivals (from actual flight arrival time). For example, for international arrivals:

- up to 30 minutes wait = no charge;
- 30 minutes plus = \$1.50 per minute.

If the required wait exceeds these limits, the ride is generally deemed a no-show as described above. (Waiting time is calculated from actual flight arrival time for airport pickups, using airport data and flight tracking.). Where waiting time exceeds 60 minutes, your driver will only wait if we have received specific instructions from you to do so. Additional waiting time will be charged at \$1.50 per minute. This is

intended to cap the waiting time fees for you at a reasonable limit in the event of a no-show.

#### 4.7 Cancellation Fees for Special Hires

If you pre-book a Private Hire transfer (an hourly hire of an unmarked executive vehicle, often for events like weddings, VIP transport, or multi-hour bookings), cancellation fees may apply due to the reservation of a driver and vehicle:

- Over 24 hours' notice before scheduled start: No charge (full refund).
- Between 24 hours and 4 hours prior: 25% of the booking value may be charged as a cancellation fee.
- 4 hours or less prior to the booking time: 50% of the booking value may be charged.

(If you simply do not show up for a Private Hire booking without any notice, that is treated as a last-minute cancellation – up to 50% fee.)

CCL will require a credit card or deposit when you book a Private Hire transfer to secure the reservation (especially for high-demand times or special events). We will inform you at booking time of the required deposit or pre-payment amount. Any cancellation fees (as above) would be deducted from that deposit, or charged to your card/account, and any remainder of pre-payment would be refunded for valid cancellations.

#### 4.8 Changes During the Ride

If you request additional stops, detours, or destination changes during your trip, the driver may accommodate them if possible, but additional charges may apply (for extra distance, time, or any waiting period). The driver will inform you of any fare adjustments due to changes in the route or request.

#### 4.9 Failure to Inform

If you neither cancel a booking nor show up for the ride (especially for on-demand bookings), or if you consistently make bookings and then decide not to travel without proper notice, CCL may suspend or terminate your ability to make future bookings (see Section 8 on Service Expectations and Section 12 on Termination). Our goal is to ensure drivers' time is respected and other customers can be served efficiently.

#### 4.10 In plain language

When you book, give us the right details and be ready on time. If you need to cancel or your plans change, let us know as early as you can. Our driver will wait a reasonable time for you – especially at airports (20 min domestic, 60 min international) – but after that it’s a no-show. If you don’t show up or cancel very late, you might be charged a fee. For big bookings (like hourly hires or special events), pre-payment is required and last-minute cancellations (within 24 hours) will cost a portion of the fare. We try to accommodate delays and will even send another taxi company if we absolutely have to, but we’re not responsible for things beyond our control or the performance of another company. The main thing is to communicate with us to avoid any issues.

## 5.0 Pricing and Additional Charges

### 5.1 Service Price

By placing a booking with CCL, you agree to pay the fares and charges for the services provided, as set by CCL. We will either quote you a fixed price or charge according to our published rates (e.g. via meter or app calculation).

CCL uses a fixed pricing model for most bookings. This means when you enter your trip details (via app, web, or through our call centre), you will typically be shown a quoted fare in advance. Once you agree to the quote and make the booking, that fare is considered a pre-agreed price for the described trip. You won’t need to worry about a running meter – the price is transparent upfront (unless the trip details change or extra services are added, as outlined below).

In some cases (e.g. if you hail a cab on the street, or in rare situations where our system cannot pre-calculate a fare), the fare may be determined by an on-board soft meter which uses our standard rates and takes into account distance, time, traffic, etc. This meter is calibrated to mirror the pricing you would get if you had pre-booked. The price for any trip can always be estimated using our online platforms or by inquiry with our staff.

#### 5.1.1 Auckland Airport

Standard airport tolls will be included in quoted prices for pre-booked transfers, and added to any hail bookings to or from the airport.

Corporate Cabs charges a minimum \$40 fare for transfer from Auckland Airport to the airport environs as approved by Auckland International Airport Limited (“AIAL”).

As a supplier of transport services to Auckland Airport, Corporate Cabs charges a set-fare of \$105.00 for all hails from the Domestic and International Terminals into the Auckland CBD (as defined by CCL). This rate is applicable for hail jobs only and is not applicable to pre-booked jobs which require waiting time as well as a meet and greet service, for any hail trip from the International Terminal, for any hail trip to the airport, for any trip that requires stops or detours, or to areas outside CCL’s definition of Auckland CBD.

#### 5.1.2 Minimum Fares

Corporate Cabs applies a minimum fare to each completed trip. The minimum fare ensures fair compensation for drivers for short trips and for expenses related to additional off-meter travel. Minimum fare levels may differ by region and vehicle type.

Minimum fares are subject to periodic review and will be published within this section. When booking via our app or website, the applicable minimum fare will be incorporated into the quoted fare automatically.

This policy helps ensure that even short-distance trips are economically viable for professional drivers and that vehicle availability is not distorted by unprofitable bookings. It is also aligned with industry best practices for fair earnings. Corporate Cabs shall charge a minimum fare for all standard vehicle hires from the following areas as outlined below:

- Auckland = \$50 from Auckland Airport and \$30 from all other areas
- Wellington = \$25.00
- Christchurch = \$30.00 (except Christchurch Airport hails)
- Dunedin = \$20.00 (excluding Dunedin Airport zone)

Additionally special vehicle requests attract minimum fares. The following minimum fares apply nationwide:

- Vans = \$45.00
- Executive Vehicles = \$55.00

### 5.1.3 Private Hire

Private Hire (where vehicles operate without signage) is available at the following hourly rates:

- **Standard Car:** \$110 per hour
- **Van:** \$125 per hour
- **Executive Vehicle:** \$200 per hour

#### (a) Billing Terms:

- A minimum charge of one hour applies to all Private Hire bookings, regardless of the actual duration.
- The hire period commences from the agreed pickup time.
- After the first hour, additional time is charged in 30-minute increments.

#### (b) Travel Limits:

- Rates apply within a 25km radius of the central business district (CBD).
- Travel outside of this radius may incur additional charges, which will be advised at the time of booking.

#### (c) Bookings

To make a Private Hire booking, please contact us on 0800 789 789 or email [bookings@corporatecabs.co.nz](mailto:bookings@corporatecabs.co.nz).

## 5.2 Additional Fees

If you request or incur additional services beyond a basic point-to-point transport, extra fees may apply. CCL's goal is to inform you of any extra charges up front. Common additional charges include (but are not limited to):

### 5.2.1 Waiting Time

If the driver has to wait beyond the complimentary wait period (see Section 4 above for details), a charge of NZ\$1.50 per minute may apply for the waiting time. For example, requesting a driver to wait for you during a stopover or errand will incur this fee.

### 5.2.2 Route Deviations

If you specifically request to take a longer route than the shortest/most efficient route (or if you add extra stops or detours), any extra distance or time may be charged on top of the original fare. This includes situations like asking the driver to circle around or make an unscheduled stop. Similarly, if

unforeseen road closures or necessary detours significantly extend the journey distance/time, those may increase the fare (unless already accounted for in a fixed quote).

### 5.2.3 Tolls and Airport Charges

You are responsible for any road tolls, parking fees, or airport access fees incurred during your trip, where applicable. If our quote didn't already include these, they will be added at cost. For example, barrier arm fees at certain airports will already be included in your fare if your pre-booked route goes through those.

### 5.2.4 Child Seats

CCL requires all children to be appropriately restrained while travelling in a Corporate Cab. It is widely accepted that restraints are a necessity for passengers and the risks only increase when it comes to children. If you request or require a child restraint or booster seat, a fee of \$40 per booking (flat fee, not per child) will apply for the provision of up to the required number of seats. This covers the additional service of providing and fitting appropriate child-safe seating. Child seats must be requested at the time of booking if needed. Providing your own child seats will incur no additional charges.

### 5.2.5 Snow Chains

If you are traveling in conditions that require snow chains on the vehicle (certain winter conditions in alpine areas, for example), and you request us to go through such conditions, an extra fee may apply for fitting snow chains. This would be discussed with you if relevant. CCL reserves the right to decline bookings that require access to alpine areas or where weather and roading conditions create a health and safety concern.

### 5.2.6 Multiple or Special Vehicles

If you request more than one vehicle, or a larger/different type of vehicle than standard (for example, a luxury sedan or van if available), the fare will be adjusted based on the rates for those vehicles. We will let you know the applicable rate at booking time if you have special vehicle requests.

### 5.2.7 Other Services

Any other optional services or amenities provided at your request (and not included in the original booking) may incur charges which will be added to your final bill. We will make it clear what any such charge is for.

All expected charges for your trip (including any of the above, if known in advance) will either be included in the original quoted fare or communicated to you before or during the ride whenever possible. If any additional chargeable service is provided that was not known at the time of booking (for example, an unforeseen detour, extended wait at your request, etc.), it will be added to the final fare you pay.

### 5.2.8 Executive Vehicle Bookings

If you specifically request an Executive Transfer (e.g. a premium Mercedes or BMW chauffeur service), a minimum charge of \$55 may apply per booking. We will inform you if this applies. (In some cases, we might dispatch an executive vehicle to you even if you didn't request one, for operational reasons; in that case, the fare will be charged at normal Corporate Cabs rates, unless the minimum charge is agreed in advance.)

## 5.3 In plain language

Our pricing is usually fixed upfront when you book, so you know what you'll pay. If you ask for extra things – like making extra stops, taking a longer route, needing a child seat, etc. – those might cost a bit extra. We list those possible extra fees here, and we'll try to tell you about any extras in advance. You're responsible for things like road tolls or airport fees if they apply and are not already included in a pre-booked fare. We have a minimum fare for every trip – this varies by city. It helps make sure our drivers earn fairly, especially for short trips, and keeps our service sustainable. The amount is included in the quoted price when you book. We won't suddenly increase the price except for reasons listed, and we'll be transparent about it.

## 6.0 Payment Terms

### 6.1 When Payment is Due

Unless you have a pre-approved account with CCL (see Section 7), payment for your ride is generally due at the

completion of each trip. You must satisfy payment with the driver or via our app at drop-off. If you are using a Corporate Cabs Gold Card, Voucher, or Account (see below), the ride is charged to that account and you might not pay the driver directly, but you are still responsible for any charges incurred.

### 6.2 Accepted Payment Methods

CCL accepts a range of payment options for your convenience:

- Cash (NZD) – pay the driver directly.
- EFTPOS/Debit Card – chipped via the in-car terminal, non-chipped via invoice.
- Credit Card – Visa, MasterCard, Amex or other major cards) via the in-car terminal or through our app/online.
- Corporate Cabs Account – if you or your company has a credit account with us, we can bill the ride to that account.
- Corporate Cabs Gold Card – a prepaid or charge card issued by CCL to certain clients, which can be swiped for payment.
- Corporate Cabs Vouchers – official paper or electronic vouchers (issued by CCL) that cover a trip or dollar amount.
- Total Mobility Card – in Auckland and Dunedin, we accept Total Mobility schemes for eligible users (e.g. subsidised taxi fares for those with disabilities, as per local council programs).

For account, card, or voucher the driver's fare is guaranteed by CCL, but your obligation to pay CCL is only fulfilled once your company or you pay the invoice in full. Any ride charged to an account is considered pending payment until the invoice for that ride is settled (see Credit Accounts section below). All payments are only considered fully satisfied when the funds have cleared and been received by CCL. For example, if a credit card transaction is disputed or reversed, or a cheque bounces, payment is not complete and we will seek the amount due. If a trip is lengthy or high-cost (e.g., an out-of-town pickup or a multi-day booking), CCL reserves the right to require a deposit or full prepayment before the service, at our discretion. We will inform you in advance if this is the case (for instance, we might ask for a prepayment for a long-distance pickup to ensure the driver's costs are covered in case of a no-show).

### 6.2.1 Chipped/Contactless Card Payments

Corporate Cabs' in-vehicle payment system requires the use of EMV chip-enabled contactless (tap-to-pay) cards for all in-car electronic payments. This includes debit and credit cards with integrated chip or contactless functionality. Customers may also pay using cash.

Where a customer presents a chipless card (i.e., magnetic stripe only or otherwise incompatible with our payment system), Corporate Cabs may, at its discretion, offer to process the fare using an alternative invoicing method. This system requires the customer to provide the driver with full and accurate personal details, including name, address, email address, and phone number, for the purpose of issuing an invoice for the trip.

By agreeing to use this alternative invoicing method, the customer:

- Warrants that all details provided are true, complete, and accurate;
- Accepts full responsibility for prompt payment of the invoice when issued;
- Acknowledges that failure to provide accurate information may result in additional charges, administrative fees, debt recovery costs, or a refusal of future service.

Corporate Cabs reserves the right to decline use of the alternative invoicing method at its sole discretion, and may require an alternate form of acceptable payment or pre-payment where the customer is unable to provide verifiable details.

### 6.3 In plain language

Pay for your ride when it's done, unless you have an account with us. You can pay by cash, card, or approved account methods. If you charge a ride to an account or voucher, you still have to make sure that gets paid – if the account invoice isn't paid, your ride isn't really paid for. For big or special trips, we might ask for a deposit or upfront payment. You must use a card with a chip or contactless payment when making in-car card payments – swipe cards don't work. If you don't have one, we might invoice you instead, but you'll need to give the driver your details and you're responsible for paying the

invoice quickly. If you give wrong info, there could be extra charges or we may not offer this option again.

## 7.0 Credit Accounts

### 7.1 Opening an Account

CCL offers corporate credit accounts for approved customers (usually businesses or organisations with regular transport needs). To apply for an account, you can contact us at [office@corporatecabs.co.nz](mailto:office@corporatecabs.co.nz) to request an application form. The account application will require information for a credit check and approval process. By applying, you authorise CCL to conduct any necessary credit checks or references. CCL reserves the right to approve or decline account applications at its sole discretion.

### 7.2 Using the Account

Once approved, you will receive confirmation and an account number (and optionally Corporate Cab account cards for your authorised travellers). Account bookings can be made via phone or online, referencing your account. All rides made on the account will be billed to you (the "Account Holder"). It is your responsibility to ensure only authorised persons use your account – all charges made to the account will be presumed to be made with your authority (unless reported otherwise promptly).

### 7.3 Billing Cycle

Credit accounts operate on a monthly billing cycle. Typically, we compile all your account rides for the calendar month and issue an invoice at the end of that month. Invoices (with ride details) will be emailed to you, usually in the first week of the following month. Payment for each invoice is due by the 20th of the month (following the month of service, unless otherwise agreed in writing). For example, rides in January will be invoiced on January 31st; payment is due by 20th February. If you have any issues or discrepancies with an invoice, you should raise them with us as soon as possible before the due date.

### 7.4 Late Payment and Default

If an account invoice is not paid by the due date, the account will be considered in default. CCL may take any or all of the

following actions (at our discretion) if your account is overdue:

#### **7.4.1 Interest Charges**

We may charge interest on the outstanding amount at a rate of 2% per month (calculated daily) from the due date until full payment is received. Any partial payments will be applied first to interest, then to the principal.

#### **7.4.2 Recovery Costs**

You agree to reimburse CCL for any costs of collection on overdue payments. This includes reasonable debt collector fees, solicitor (lawyer) fees on a client/solicitor basis, court costs, and any other expenses incurred in recovering the debt.

#### **7.4.3 Loss of Discounts**

Any previously granted discounts or special pricing may be revoked, such that you become liable for the full standard rates for services already provided.

#### **7.4.4 Suspension of Service**

CCL reserves the right to suspend providing further services to you (i.e., block account bookings) until all overdue amounts (including interest and fees) are paid. We may also terminate your credit account entirely for non-payment (see Termination in Section 12). Any rides you still owe payment for, even if in dispute, must be paid by the due date or as agreed with CCL. (Disputed amounts will be addressed through our complaint resolution process, but must still be paid in the interim – any adjustments or credits can be made after investigation.)

### **7.5 Account Cancellation**

You may close your credit account with written notice to CCL, provided all outstanding charges are paid. CCL may also close or suspend your account (with notice) if you breach these Terms or if we suspect misuse or fraud. Upon account closure, any unpaid trips become immediately due.

### **7.6 In plain language**

If you have a monthly account with us, you'll get an invoice each month and need to pay it by the 20th of the next month. If you pay late, we might charge interest and you'll have to

cover any costs we incur to chase the payment. We can also stop your service or close your account if you don't pay on time. Basically, keep your account in good standing and we'll continue to serve you on credit.

## **8.0 Service Expectations and Conduct**

We believe in a safe, respectful, and high-quality service experience for both passengers and drivers. This section outlines what you can expect from CCL and our drivers, and what we expect from you as a passenger, to ensure a smooth ride for everyone.

### **8.1 Our Commitments to You (What You Can Expect from CCL)**

CCL and our drivers will endeavour to provide service at a high standard. As a passenger, you can expect that your driver will:

#### **8.1.1 Proper Licensing & Identification**

Display a valid NZTA driver identification card (with the driver's photo) in a clearly visible place inside the vehicle. If the photo ID is not present, does not match the driver, or isn't easily visible, you have the right to decline the ride and choose another vehicle.

#### **8.1.2 Safe and Skilled Driving**

Operate the vehicle in a safe, lawful, and smooth manner—obeying speed limits and road rules, and taking into account your comfort and the safety of all road users. The driver should drive considerately to avoid harsh braking or acceleration, except when necessary for safety.

#### **8.1.3 Professional Conduct**

Be polite, orderly, and civil in manner. Our drivers should not engage in aggressive, harassing, or discriminatory behaviour. They are expected to maintain a clean vehicle and a respectful attitude at all times.

#### **8.1.4 Vehicle Condition**

Provide a vehicle that is clean, well-maintained, clearly branded with Corporate Cabs signage (or appropriate livery for certain services) and displays a fleet number or licensee name as required. The vehicle will have valid certifications for commercial transport.

### **8.1.5 Receipts**

Provide a receipt for your fare upon request. The receipt will include the driver's unique Corporate Cabs fleet number or identifier and the vehicle's registration number, along with fare details.

### **8.1.6 Luggage Assistance**

Offer reasonable assistance with your luggage. Drivers will help you load and unload bags when feasible and will handle your belongings with appropriate care. They will also check the vehicle after each trip for any items you may have left behind, and will report found items to a CCL office or the Police as required.

### **8.1.7 Flight Monitoring**

If you have scheduled an airport pickup, CCL will use best efforts to monitor your flight status. If your incoming flight is delayed we will adjust your pickup time accordingly so that a driver is there when your flight actually arrives. (You should still inform us if your flight changes, but we do actively track known delays.)

### **8.1.8 Airport Meet & Greet**

For pickups at airports, your driver will meet you at the designated arrivals area or baggage claim with a sign displaying your name (unless other arrangements are specified). This is part of our premium service to ensure you find your driver easily.

### **8.1.9 Waiting for Delays**

As noted in Section 4, your driver will wait for a generous period (20 minutes domestic, 60 minutes international) if your flight has landed but you are delayed in customs, immigration, or baggage claim. During this time, you are required to make best endeavours to reach your driver or make contact with us. If your flight details change, notify us to update the driver.

### **8.1.10 Honesty in Meter/Fare**

Use the taximeter or fare calculation correctly and fairly, with no tampering. If your ride is metered (such as a hail or an extended trip beyond the original booking scope), the driver will run the meter or calculate fare per our system rules

without any intention to deceive. Any additional fees for extra services (see Pricing) should be communicated to you.

### **8.1.11 Respecting Your Privacy & Choices**

Not allow any unauthorised persons to join your ride without your permission (e.g., the driver will not pick up other passengers or group you with strangers). You have the right to a private journey unless you request ride-sharing. Also, any personal information you share with the driver (e.g., discussing your schedule or needs) will be treated respectfully. In-car security cameras (see Section 9) do not record audio, so your conversations remain private; video is stored securely.

If at any time our service does not meet these commitments, please let us know (see Complaints Procedure in Section 11). We take feedback seriously and aim to correct any shortcomings.

## **8.2 Your Responsibilities as a Passenger (What We Expect from You)**

To help us provide top-notch service and safety, we ask that you, as a passenger and user of our platforms, adhere to the following expectations: Using Our Booking Platforms:

### **8.2.1 Account Responsibility**

You are responsible for all activity that occurs under your Corporate Cabs account or booking profile. Only make bookings or requests that you intend to honour. Do not share your account login or any provided booking credentials with others not authorised to use it. If you become aware that someone else is accessing your account or using your name to book without permission, notify us immediately.

### **8.2.2 Accurate Information**

Provide true, current, and complete information when registering an account or making a booking (as detailed in Section 4). This includes contact info, pickup/drop-off locations, and any special requirements. Update us or your account details if things change (e.g., new phone number, or changes in mobility needs). Misleading information can lead to service delays, default fees, or the inability to complete your ride.

### **8.2.3 Account Security**

Keep your passwords and account details secure. If you suspect your account has been compromised, change your password and inform CCL. You should also only use our app or online platform on devices that you trust and that are secure.

### **8.2.4 System Integrity**

Do not misuse our website, app, or any booking platform. Specifically, you must NOT: attempt to hack, alter, or disrupt our software; upload any viruses, malware or harmful code; use automated scripts or bots to access or make bookings on our platform without authorisation; or do anything that could disable, damage, or impair our services (such as a denial-of-service attack or placing excessive load on our system).

### **8.2.5 Authorised Use**

Use our digital platforms only for their intended purpose (booking and managing rides). Do not use them for any unlawful purpose, to send spam or fraudulent messages, or to scrape or collect data without permission.

### **8.2.6 Verification Cooperation**

CCL may occasionally request you to provide additional verification of your identity or authority (for example, if you are managing a corporate account, or if there's unusual activity on your account). Such requests will be through official channels and are meant for your security and ours. You agree not to unreasonably refuse any legitimate request for verification. (For instance, we might ask for confirmation that you are the account owner if we notice suspicious bookings – this is to prevent unauthorised use.)

## **8.3 During Your Ride and Interactions with Drivers**

### **8.3.1 Timeliness and Courtesy**

Be ready to meet your driver at the appointed time and place. We understand things happen, but if you expect to be late or cannot find your driver, call us or the driver (they often will try calling you too). If you decide not to travel, cancel the booking promptly to avoid the driver wasting time. Repeatedly making bookings and then not showing up (without cancellation) is considered misuse of service. CCL

reserves the right to suspend service to users who frequently “no-show” or cancel last-minute as a result of carelessness or misuse.

### **8.3.2 Communication**

Communicate respectfully with our drivers and staff. We have a zero tolerance for aggressive, bullying, harassing, or discriminatory language or behaviour (see also Section 9 on Safety). Treat the driver as you would like to be treated – politely and with consideration. If you have a disagreement or issue, you can report it afterward; do not get into altercations with the driver.

### **8.3.3 Legal and Safe Conduct**

Do not ask or encourage the driver to break any laws or CCL policies. This includes not asking drivers to exceed speed limits, ignore traffic rules, or take unsafe actions. Our drivers are obligated to follow all safety and traffic regulations (and CCL's own health and safety policies), and they will refuse any requests to do otherwise. For your own safety, please also wear your seatbelt at all times (it's required by law). You must not carry or use illegal substances, or do anything unlawful in the vehicle. If you do, the driver may terminate the trip and involve authorities if necessary.

### **8.3.4 Ride Registration**

Do not attempt to solicit rides from a CCL driver “off the books.” All rides must be booked through our dispatch system (whether via phone, app, or hailing on the street with the meter). Do not ask drivers to provide rides outside of the CCL system (for example, private cash jobs without a record). This protects you (ensuring the ride is covered by our safety measures and that drivers are insured) and ensures drivers follow their agreement with CCL. Drivers are instructed to decline such requests for off-system work.

### **8.3.5 Follow Driver Instructions**

For safety and efficiency, follow any reasonable instructions given by your driver. For example, they might direct you on how to safely enter/exit the vehicle, where to sit for balance, or ask you to wind up windows for air conditioning, etc. If you have luggage or special needs, the driver might have specific instructions (like how to load an item). Please cooperate – it's part of ensuring your ride is safe. If you have any mobility or

accessibility needs, communicate them; our drivers are trained to assist within their capacity.

### **8.3.6 Damage and Cleanliness**

Treat the vehicle with care. You will be liable for any damage you cause to the vehicle or equipment during your ride (beyond normal wear and tear). For instance, if you spill food or beverages leading to a need for professional cleaning, break something, or cause damage due to negligence or misconduct, you may be charged the cost of cleaning or repairs. The driver will provide evidence of the damage and cost if such a situation occurs. Similarly, if you smoke in the vehicle (which is prohibited) or cause persistent odours that require cleaning, you could be liable for cleaning fees.

### **8.3.7 Food, Drinks, and Alcohol**

Please do not consume food or beverages in the vehicle without the driver's permission – especially alcohol. Eating or drinking (other than water) can distract the driver or cause spills. If you are intoxicated, behave responsibly; the driver has the right to refuse or terminate the service if you are causing a safety risk or severe discomfort (see Section 9 on Refusal of Carriage).

### **8.3.8 Health and Safety Measures**

If there are public health requirements in place (such as mask mandates or distancing rules), you are expected to comply during the ride. For example, during certain health alert levels, you may be required to wear a face covering in the vehicle. If you have symptoms of a contagious illness (like COVID-19) or have been advised to quarantine/isolate, do not use our service until it's safe – or inform us so we can take precautions like providing a partition or special protocols. Our driver has the right to decline transport if you are visibly ill with a communicable disease and it poses a risk, unless it's a medical transport and proper precautions are in place.

### **8.3.9 No Illegal or Dangerous Items**

Do not carry any illegal, dangerous, or hazardous items in the vehicle. Firearms, explosives, or open alcohol containers (where not permitted) are not allowed. The driver may ask to inspect suspicious packages (within reason) or refuse to carry certain items for safety.

### **8.3.10 Unaccompanied Minors**

Corporate Cabs prioritises the safety and wellbeing of all passengers, especially children. To ensure appropriate safeguards are in place, we apply the following conditions to the transport of unaccompanied minors (defined as anyone under 14 years of age travelling without a parent, legal guardian, or approved adult caregiver):

#### *(a) Acceptance of Unaccompanied Minors*

Corporate Cabs does not guarantee acceptance of unaccompanied minors. Transport of unaccompanied minors is subject to CCL discretion and prior approval at the time of booking.

A ride for an unaccompanied minor must be pre-booked. The parent or guardian must inform us that the passenger is a minor and explicitly request unaccompanied travel at the time of booking. On-demand or street-hailed rides for minors without an adult are not permitted.

We require that a parent or guardian be present at both the pickup and drop-off points, and that the child be met by an identified adult at the destination.

#### *(b) Information Required*

At the time of booking, the following information must be provided:

- Full name and age of the minor;
- Emergency contact details (including phone number of the guardian);
- Names and contact details of the authorised pickup and drop-off persons;
- Any special instructions (e.g., medical conditions, behavioural needs).

#### *(c) Conditions of Travel*

Children under 6 years of age will not be transported unaccompanied under any circumstances, due to duty-of-care requirements.

Children aged 6–13 years may be accepted for transport alone only where prior arrangements have been made, and CCL has agreed to undertake the trip.

Drivers are not permitted to escort a minor into a property, school building, or other venue. Their responsibility ends once the child is safely dropped at the agreed destination and met by the named parent or guardian.

If no authorised person is present at the destination to receive the child, the driver will contact the guardian and may return the child to the pickup address or take them to a safe location, such as a police station. Additional charges may apply in such cases.

*(d) Limitation of Liability*

While CCL and its drivers will take all reasonable steps to ensure the safety of an unaccompanied minor, we do not accept liability for events that occur once the child has exited the vehicle, or for any failure by the parent or guardian to ensure appropriate supervision at either end of the journey.

By booking an unaccompanied minor, the parent or guardian accepts full responsibility for the child during transport and indemnifies CCL and the driver from liability arising from the child's actions or any failure to follow the above requirements.

*(e) Right to Refuse*

CCL and its drivers reserve the right to refuse to transport an unaccompanied minor at any time, particularly where:

- The minor appears distressed, unwell, or confused;
- No prior arrangements were made or incomplete information is provided;
- CCL or its driver is not comfortable proceeding based on safety or situational concerns.

**8.3.11 Animals**

As a general rule, pets or animals are not transported unless in an appropriate carrier and with driver consent. Certified guide dogs, hearing dogs, or other assistance animals are always permitted by law – please inform us during booking if you will have a service animal so the driver is aware. Non-service animals may be refused by the driver if, in their judgment, the animal poses a cleanliness or safety issue. If you have a pet you wish to bring, mention it when booking; we will do our best to accommodate if possible (for example, by sending a pet-friendly driver).

**8.3.12 Respect Our Workers and Property**

You agree not to engage in violence, threats, or abusive behaviour towards any CCL driver or employee. Any such behaviour can result in immediate termination of the service and potential involvement of law enforcement. We maintain a respectful workplace for our drivers and a safe environment for passengers – any form of assault or abuse from either party is not tolerated.

**8.4 In plain language**

We may carry unaccompanied kids aged 6 to 13, but only if it's booked in advance and we've been properly informed. We don't accept children under 6 alone. You must tell us who's picking up and dropping off, and we won't be responsible if no one's there. We might refuse the trip if we're not confident it's safe. Treat our drivers and their vehicles with respect, and use our service honestly. Don't trash the cab or abuse the driver. Don't ask drivers to break the law or take unregistered jobs – it's for everyone's safety that everything goes through our system. Keep your account safe and give us correct info. Basically, be a good passenger: be on time, polite, and follow the law – and we'll get along great!

**9.0 Safety and Health Policies**

Your safety and the safety of our drivers is paramount to CCL. We and our drivers have obligations under the Health and Safety at Work Act 2015 (NZ) and other regulations to ensure a safe working environment and travel experience.

**9.1 CCL's Safety Commitments**

We are committed to maintaining the highest practicable safety standards. This includes:

**9.1.1 Driver Training**

All Corporate Cabs drivers undergo safety training. They are first-aid certified (including CPR) and trained in transporting passengers with special needs (for example, drivers providing Total Mobility services have completed the required NZQA unit standards for disability transport). We regularly run refresher courses and safety audits.

### 9.1.2 Vehicle Safety

Every Corporate Cab is equipped with basic safety equipment such as a first-aid kit and a fire extinguisher. Vehicles are kept to high maintenance standards, undergoing regular inspections. We also have child locks disabled on rear doors so that passengers can always exit freely on their own if needed.

### 9.1.3 Safety Audits

CCL's health and safety policies are independently audited. This means our internal processes meet rigorous safety standards.

### 9.1.4 Hazard Management

We keep hazard registers and incident logs. If any safety issue is reported, we investigate and address it. We also welcome feedback: if you notice any potential safety risk during your ride (e.g., driver fatigue or vehicle issues), please report it to us at [info@corporatecabs.co.nz](mailto:info@corporatecabs.co.nz) or by phone.

## 9.2 Your Safety Obligations

By riding with us, you agree to take reasonable steps for your own safety and to not endanger others. In practical terms:

### 9.2.1 Follow the Law

Wear seatbelts as required, and do not encourage unsafe driving. Do not ask the driver to exceed speed limits, run traffic lights, or violate any transport law. Our drivers will refuse such requests for everyone's safety.

### 9.2.2 No Distractions

Avoid distracting the driver with excessive noise or disruptive behaviour. If you need to discuss something complicated with the driver, consider whether it's safe for them to do so while driving. They may politely postpone in-depth conversations until a safe opportunity (like a red light or after the trip).

### 9.2.3 Report Hazards

If you see something dangerous (for instance, another reckless driver on the road affecting your ride, or if you feel the driver is overly tired or unwell), say something. We

encourage you to let the driver or CCL know of any potential or actual hazards. We can only address issues we're aware of.

### 9.2.4 Comply with Policies

At times, CCL may implement specific safety measures or policies (for example, requiring masks during a pandemic, or limiting operations during certain hours for safety). We expect you to adhere to any such Health and Safety measures communicated to you. They are in place to protect you, our drivers, and the public.

## 9.3 Fatigue Breaks

Understand that our drivers must obey work-time laws. If you are on an especially long trip (over 5.5 hours continuous driving), the driver is legally required to take a 30-minute rest break. You must allow this if it occurs during your journey. We will plan such breaks to minimise inconvenience (often these scenarios are pre-planned for long hires). Please do not encourage a driver to skip required rest stops or to continue driving if they indicate they need a break. It's for everyone's safety.

## 9.4 Public Health (e.g. COVID-19)

During times of public health concern, we have additional protocols. For example, if there's an official requirement for contact tracing, you agree to provide necessary contact information. If masks are mandated on public transport or taxis, you agree to wear one (we can provide a mask if needed). If you have symptoms of a contagious illness (fever, cough, etc.) or have been advised to isolate, do not use our services unless it's an emergency and you've informed us – we might arrange special accommodations (like a partition or particular driver with PPE). Drivers have the right to refuse service if you are knowingly violating public health orders or posing a direct health risk. We follow Government and Ministry of Health guidelines and will communicate any such rules to you at booking or pickup.

## 9.5 Driver's Right to Refuse or Terminate Rides

Our drivers have the right to refuse a passenger or end a trip early if they reasonably believe continuing would threaten the safety, health, or comfort of the driver or others. Some situations where a driver may decline or cancel a ride include:

- The passenger is extremely intoxicated or under the influence of drugs to a point of being a safety risk.
- The passenger is acting violent, aggressive, or is verbally abusive.
- The passenger is behaving in a way that impairs the driver's ability to drive safely (for example, being excessively loud, not wearing a seatbelt, or attempting to interfere with the vehicle).
- The passenger has an animal which is not an assistance animal, and the driver is not comfortable with it (allergies, size of animal, etc.).
- The passenger refuses to pay a previous fare owed or has a known history of not paying.
- The passenger does not have means to pay for the journey and cannot provide assurance of payment (drivers may ask for upfront payment or a deposit at their discretion if they doubt the fare will be paid, especially for long trips).
- The number of passengers exceeds the vehicle's legal seating capacity.
- The passenger cannot provide required evidence of compliance with public health measures (for example, refuses to wear a mandated mask without a valid exemption, if such rules are in effect).

Drivers are trained to use this refusal right only when absolutely necessary for safety or legal reasons. If a driver refuses service to you and you believe it was unjustified, you can report it to CCL for review (see Complaints in Section 11). However, please understand that if you were in breach of these Terms or posing a risk, the driver's decision will likely be supported by CCL.

### 9.6 In-Car Security Cameras

For safety and security, all Corporate Cabs are fitted with security cameras. These operate on every trip, capturing video (but not audio) inside the vehicle. The video footage is encrypted and stored securely in the vehicle. Drivers do not have access to these recordings. The footage can only be retrieved by authorised CCL managers and is viewed strictly for specific purposes – such as supporting a police investigation after a reported event. Footage may also be provided to law enforcement if required by law. We use this system to deter and resolve any unsafe situations while respecting your privacy (since no sound is recorded and footage is handled confidentially). By using our service, you acknowledge that in-vehicle video monitoring is in operation for safety reasons.

### 9.7 Zero Tolerance for Violence or Abuse

CCL maintains a zero-tolerance policy toward violence or aggressive behaviour in the workplace. "Workplace" in this context includes the inside of our cabs. Physical attacks, threats, or extreme harassment either by passengers towards drivers or by drivers towards passengers will result in immediate action. If you as a passenger experience any threatening or unsafe behaviour from a driver, report it immediately (see Complaints, Section 11). We will investigate and take appropriate measures, which could include terminating the driver's contract or involving the police. Likewise, if a passenger is violent or abusive, drivers are instructed to end the trip and may call the police if necessary. Future service to that passenger may be refused.

### 9.8 In plain language

Safety is critical. We train our drivers and equip our cars to keep you safe (first aid kits, cameras, etc.). You also have to do your part – wear seatbelts, don't distract the driver, follow any safety rules (like mask rules if they exist), and don't put anyone at risk. Our drivers can refuse service if you're endangering them or not following rules. We absolutely won't tolerate violence or abuse from either side. If something bad happens or almost happens, let us know so we can fix it.)

### 10.0 Vehicle Use and Restrictions

Corporate Cabs are intended primarily for transporting passengers (and their personal luggage). They are not goods-moving trucks or couriers for large items. To avoid damage or safety issues, please note:

#### 10.1 No Large Freight

Do not use a Corporate Cab to move extremely large, heavy, or bulk items, especially those that won't fit safely in the vehicle's passenger cabin or boot (trunk). For example, furniture, appliances, or construction materials generally should not be transported in our cars. If you are unsure, check with us when booking. The driver has the right to refuse any item that seems likely to pose a safety risk or not fit properly. This includes items that could obstruct the driver's view, interfere with driving controls, or risk damaging the vehicle interior (e.g., sharp or messy objects).

## 10.2 Objects on Seats

The driver may ask you to secure certain items in the boot rather than on the seats (to avoid soiling, tearing the upholstery, or where they may become hazards in the event of an accident).

## 10.3 Hazardous Materials

Do not attempt to carry dangerous goods (flammable, explosive, toxic, biological, radioactive etc.) in a Corporate Cab. Small quantities of everyday items (like personal toiletries or a sealed can of paint) are fine, but anything that a reasonable person would consider hazardous should not be brought into the vehicle. Drivers will refuse to carry anything that smells noxious, leaks, or appears unsafe.

## 10.4 Animals

As mentioned, only service animals are automatically permitted. Other animals/pets are carried at the driver's discretion. If you did not inform us about a pet during booking, the driver is within rights to refuse the trip if they cannot accommodate the animal safely or comfortably. Always use a carrier for pets.

## 10.5 Passenger Limits

Every vehicle has a maximum number of passengers it can legally carry (based on seatbelts). Do not insist on exceeding that number. If you have a large group, request multiple cabs or a larger vehicle if available. Drivers will refuse service if you have more people than seatbelts.

## 10.6 In plain language

The above restrictions ensure safety and comfort. If you have special transport needs, please discuss with us in advance; we may direct you to an appropriate service or make special arrangements if possible.

## 11.0 Complaints and Feedback

We strive for excellence, but if something goes wrong, we want to address it. New Zealand law (Land Transport rules) also requires taxi companies to maintain a complaints register and process, especially for safety-related issues. Here's how to raise an issue:

## 11.1 Immediate Safety Issues (Urgent)

If you experience a serious incident during a ride (for example, a crime, an accident, or any situation involving personal harm or criminal behaviour), your first step should be to ensure safety. Call 111 (Police emergency) if necessary. Once immediate danger is addressed, you can then inform CCL for follow-up.

## 11.2 Direct Complaint to CCL

For any service issues, driver conduct problems, fare disputes, or general complaints, please contact us first. We encourage written complaints so that there is a clear record. You can email details to [info@corporatecabs.co.nz](mailto:info@corporatecabs.co.nz). Include as much information as possible (date, time, location, driver's name or fleet number if known, and what happened). You can also call our customer service at 0800 789 789 to report an issue, but we may still ask for an email follow-up for documentation. We maintain a Complaints Register and will log your complaint officially.

## 11.3 Our Response

We will acknowledge your complaint and investigate the matter. For minor issues (e.g., lost property, minor service dissatisfaction), we aim to resolve them quickly and informally. For more serious complaints (e.g., driver misconduct, safety breaches), a manager will review the incident, which may involve speaking to the driver, reviewing in-car camera footage, and so on. We will then inform you of the outcome or any actions taken. Our goal is to resolve complaints fairly and to your satisfaction when possible.

## 11.4 Escalation

If you are not satisfied with our resolution or handling of your complaint, you have the right to escalate it to the regulatory authority. The NZ Transport Agency ("NZTA") oversees passenger service complaints. You can contact the NZTA Compliance Section in your region (call the NZTA Helpdesk at 0800 699 000 and they will direct you to the appropriate Compliance Officer). The NZTA can review your complaint and how we handled it, and they have the power to investigate and take action if necessary.

Additionally, other agencies like the New Zealand Police or the Ministry of Business, Innovation and Employment

(“MBIE”) can also record complaints about taxi services and forward them to NZTA. But generally, if it’s not a criminal matter, NZTA is the proper channel after contacting us.

### 11.5 Complaints Register

Our Complaints Register is available for inspection by NZTA upon request, as required by law. This is to ensure we follow through on addressing issues.

### 11.6 Unsatisfactory Service Remedies

If your complaint is about the quality of service (e.g., the driver was late, the car was not clean, etc.), and after investigation we find the service was indeed not up to standard, CCL may offer a remedy at our discretion. Possible resolutions include:

#### 11.6.1 Repeat Service

Providing you with the same type of service again at a later date, free of charge (for example, if a pickup was missed due to our fault, we might offer a complimentary future pickup).

#### 11.6.2 Compensation for Loss

If you incurred a direct financial loss because of our service failure (e.g., missed a flight and had to pay a rebooking fee due to our driver’s lateness), we may cover or contribute to those costs, if we consider it reasonable and fair in the circumstances.

#### 11.6.3 Credit or Refund

We might issue a partial or full refund for the affected trip, or give you a service credit for use on future rides.

#### 11.6.4 Other Remedies

Any other form of apology or recompense that CCL deems appropriate given the situation.

These are at CCL’s sole discretion and offered as a goodwill gesture – they do not limit or replace your legal rights under the Consumer Guarantees Act if that Act applies. Our aim is to maintain customer satisfaction, so we will consider what is fair on a case-by-case basis.

### 11.7 In plain language

If you have a bad experience or a problem, tell us – we want to fix it. You can email or call us with complaints. We’ll investigate and try to make it right. If it’s serious or we can’t sort it out, you can go to the NZ Transport Agency who regulate taxis. We keep a log of complaints to make sure we address them. If we messed up, we might redo the service or give you a refund or credit – it depends on the situation, but we’ll try to be fair.

## 12.0 Termination of Service

### 12.1 Your Right to Cease Using CCL

You are free to stop using Corporate Cabs services at any time. If you no longer wish to travel with us or maintain an account, you may simply not make further bookings. There’s no long-term obligation (unless you have a separate fixed-term contract). We do appreciate you letting us know if you decide to discontinue using our services regularly, especially if you have future bookings scheduled.

If you have any future bookings in our system that you will no longer require (because you’re “quitting” CCL or changing providers), please cancel those bookings to avoid drivers being dispatched needlessly (and potential no-show charges). This is a courtesy that helps everyone.

### 12.2 Closing a Corporate Account

If you have a corporate account and wish to terminate it, please inform our office in writing (email is fine). We’ll settle any final invoices with you and close the account as long as everything is paid up (see Section 7 for handling outstanding payments).

### 12.3 CCL’s Right to Terminate or Suspend Services

CCL reserves the right to refuse service, suspend, or terminate your access to our services under certain conditions:

#### 12.3.1 Immediate Termination for Breach

If you breach these Terms in a serious way, or if we suspect on reasonable grounds that you are engaging in fraudulent, illegal, or dangerous behaviour, we may terminate or suspend your service immediately, without notice. For example, if you

assault a driver, refuse to pay fares wilfully, or hack our app, expect to be banned right away.

### **12.3.2 Termination with Notice**

CCL may also terminate our service relationship with you for any other reason with 7 days' notice. This is unusual and typically would only happen in exceptional cases (for instance, if we decide to cease operations in your area, or if a corporate account is no longer viable). We would notify you via your contact details on file.

### **12.3.3 Account Suspension for Non-Payment**

If you fail to pay amounts owed (for rides or account invoices) or commit an act of bankruptcy or insolvency (in the case of a company, e.g., going into liquidation or receivership), CCL may suspend or terminate your credit account and any further services. Essentially, if your account is in default or your financial status suggests you may not pay for services, we can halt service to you. Any outstanding charges up to that point will become immediately due and payable (even if they would otherwise not yet be due). We may also demand security or payment guarantees before reactivating any service.

### **12.3.4 Discontinuing for Cause**

If you seriously breach these Terms (for example, repeated no-shows, tampering with our systems, or endangering drivers), CCL can discontinue providing services to you entirely. In such case, we will typically inform you that you are blacklisted from our service. Any bookings you attempt under a banned account or name may be declined.

### **12.4 No Waiver**

If CCL chooses not to strictly enforce a Term in one instance (for example, not charging you a no-show fee as a one-time courtesy), it does not mean we waive our right to enforce that Term in the future. Similarly, if you violate a rule and we don't catch it or act on it immediately, it doesn't mean the rule is waived.

When either you or CCL terminate the service relationship, any provisions of these Terms which by their nature should continue to apply will survive (this includes things like unpaid

payment obligations, liability limitations, indemnities, governing law, etc.).

### **12.5 In plain language**

You can stop using us anytime – just cancel your bookings and maybe let us know. We can also stop providing rides to you, especially if you break the rules or don't pay your bills. If you do something very bad, we'll ban you immediately. If it's less serious or not your fault, we might give notice. If you don't pay your account, we'll suspend it and require everything owed to be paid. And just because we might forgive something once doesn't mean the rule doesn't apply next time.

## **13.0 Third-Party Services and Mobile App Terms**

CCL uses some third-party services and platforms to deliver our booking technology (for example, mapping services, payment processors, the mobile app stores, etc.). While we oversee our service as a whole, some aspects aren't fully under our control. Here's what you should know:

### **13.1 Third-Party Tools**

From time to time, our website or mobile application may include features or integrations provided by third parties (for example, a mapping tool, or a credit card payment gateway, etc.). These are provided for your convenience. We will try to ensure these tools function correctly and securely, and we will protect your data when using them. However, CCL isn't liable for the independent acts or failures of those third-party services. If an issue arises (say, a map malfunction or app outage caused by a third-party component), we will do our best to work with the provider to fix it, but we can't guarantee their performance. If you notice a third-party feature not working right, you can report it to us and we'll address it with the provider.

### **13.2 Apple App Store Users**

If you download or use the Corporate Cabs app on an Apple iOS device, you acknowledge and agree to the following (as required by Apple's terms):

- These Terms are between you and CCL (and any applicable third-party service providers working with

CCL), not with Apple. Apple isn't responsible for our app's content or maintenance.

- CCL grants you a non-exclusive, non-transferable, revocable license to use our iOS app on any Apple-branded device that you own or control, as permitted by Apple's App Store "Usage Rules".
- Apple has no obligation to provide any support or service for our app. Any issues or questions should be directed to CCL, not Apple. (For example, if the app fails to perform as expected, contact us.)
- In the event of any claim by a third party that our iOS app infringes their intellectual property rights or fails to conform to legal/regulatory requirements, CCL (and/or our relevant third-party developer) will be responsible for addressing the claim. Apple will not be responsible for any such claims.
- If the app doesn't meet any applicable warranty or consumer law requirements, you can notify Apple, and Apple may refund you the purchase price (if any) of the app. Beyond that, to the maximum extent allowed, Apple provides no warranty for the app – any other claims, losses, or liabilities are governed by these Terms and are CCL's responsibility, not Apple's.
- Apple and its subsidiaries are considered third-party beneficiaries of these Terms for the purpose of the app. This means that upon your acceptance of these Terms, Apple has the right (and will be deemed to have accepted the right) to enforce the terms related to the iOS app against you as a user. (In plain terms, Apple can step in to enforce certain provisions, like the ones they require us to include here, even though they're not a party to this contract.)

### 13.3 Google Play Users

If you download our app from Google Play (Android devices), a similar understanding applies. You are granted a license to use the app on any device that can access Google Play. Your use of the app must comply with Google Play's terms of service. Google is not responsible for the app's content or performance. (Google generally doesn't require the same detailed beneficiary clauses as Apple, but they still are not a party to these Terms.)

### 13.4 In plain language

We use some third-party tech to run our booking systems and apps. We'll do our best to keep everything working, but can't 100% promise those outside components will never fail. If you use our iPhone app, Apple wants you to know that they aren't

responsible for it – we are. Apple isn't going to fix the app or pay you damages if something's wrong; that's on us. Apple can enforce certain app-related rules though. Similarly, using our app from Google Play means Google isn't responsible for it either. If the app misbehaves, let us know and we'll sort it out.

## 14.0 Intellectual Property

All content, branding, and technology associated with Corporate Cabs are protected by intellectual property laws.

### 14.1 Trademarks

"Corporate Cabs Limited", "Corporate Cabs", "Corporate-Cabs" (with or without a hyphen or space), "Corporate.Cabs", the "CC" logo, and any other logos or service names we use are trademarks of Corporate Cabs Limited. You are not permitted to use these names or logos for any purpose (including reference to transportation or taxi services, or implying any affiliation or endorsement) without express prior written consent from CCL's Chief Executive Officer. This includes any use in advertising or promotion.

(To illustrate, you cannot start a service called "Corporate Something" in the transport field, as "Corporate" in this context is our trademark. Nor can you use our logo on your website or materials without permission.)

### 14.2 "Corporate" Term

Even the word "Corporate" on its own is a trademark of CCL in certain contexts (taxi and travel arrangement services). So it shouldn't be used in the transportation industry in a way that confuses people into thinking it's related to Corporate Cabs.

### 14.3 Copyright

All text, images, software, and content on our website, app, or marketing materials are copyright to CCL or our content suppliers. You may not copy, reproduce, or distribute any part of our content without permission, except as allowed by law (such as brief excerpts for review or personal reference). For example, you shouldn't scrape our website or duplicate our app's code.

#### 14.4 Your Use of Our IP

Using CCL's services does not give you any ownership or rights to our intellectual property. You agree not to hold yourself out as associated with CCL in any commercial manner without our consent. (For instance, just because you ride with us doesn't mean you can advertise "Official Corporate Cabs Partner" or use our branding.) If you want to advertise something jointly or use our name, reach out for permission first.

#### 14.5 In plain language

Our names, logo, and materials belong to us. Don't use "Corporate Cabs" or our logo without permission. Taking a ride with us or using our app doesn't give you any rights to our brand or content. If you misuse our name or copy our stuff, we can take action.

#### 15.0 Limitation of Liability

To the fullest extent allowed by law (and subject to Section 3: Consumer Rights if you are a consumer), CCL's liability to you is limited as follows:

##### 15.1 No Indirect or Consequential Liability

CCL is not responsible for any loss of profit, loss of business, or other indirect, consequential, or special losses or damages that you or anyone else may suffer related to our services. This applies whether the claim is in contract, tort (including negligence), equity, or otherwise. For example, if our car arriving late causes you to miss a meeting and lose a deal, we understand that's serious, but we will not be liable for that lost opportunity or income. Our liability is limited to direct results of our actions and only as set out here.

##### 15.2 Overall Cap

If for any reason CCL is found liable to you for any damage or loss (by a court or authority), the maximum amount we would have to pay is limited to the value of the specific service or fare in question. In other words, our liability will not exceed the amount you were charged (or would have been charged) for the ride or service during which the incident occurred. For instance, if you paid \$100 for a trip and something on that trip caused you loss and we are deemed liable, the most we'd compensate is \$100.

#### 15.3 No Other Warranties

We provide our services and booking platforms on an "as is" and "as available" basis. While we strive for excellence, we do not guarantee that the service will be uninterrupted, error-free, or meet all your expectations (beyond what we explicitly promise in these Terms). If a vehicle breaks down or an app feature glitches, we will act to fix it, but those are not breaches of any warranty since we do not promise perfection.

#### 15.4 Third-Party Acts

As noted, independent drivers and third-party providers might be involved in delivering the service. CCL isn't liable for the acts or omissions of third parties that we do not fully control (except to the extent we're required to be by law). That said, we will take responsibility for our own employees and for selecting qualified drivers and providers. If a driver (as an independent contractor) does something negligent, you may have a claim against that driver individually. CCL's liability will still be limited as per these Terms.

#### 15.5 Personal Items

CCL is not liable for loss or damage to personal items left in our vehicles or carried with you. We encourage you to keep your belongings with you. If you lose something, we will try to help recover it (see Section 11), but we don't automatically compensate for lost property.

#### 15.6 Advice and Information

Any advice or information (legal, financial, etc.) provided by our staff or drivers outside the scope of transporting you is not given with any liability – e.g., if a driver recommends a restaurant and it's terrible, or a staff member gives an incorrect tip about flight times, those are casual suggestions and not expert advice CCL can be liable for.

#### 15.7 In plain language

We're responsible for getting you from A to B as agreed, but if things go wrong, we're not going to pay for huge damages beyond the ride itself. We don't cover indirect losses like lost business opportunities or profits. If we are found at fault for something, the most we'd pay is the cost of your trip. We operate to high standards, but we don't guarantee perfection – unexpected things can happen. This is all subject to your

basic consumer rights; we're not trying to override laws that protect you, but aside from those, our liability is very limited.

## 16.0 Indemnification and Costs

### 16.1 Your Indemnity to CCL

You agree to indemnify and hold harmless Corporate Cabs Limited (and its officers, employees, and agents) from any claims, liabilities, damages, losses, and expenses (including legal fees on a full indemnity basis) that arise from your actions or violations of these Terms or of any law in connection with your use of CCL's services. In simpler terms, if your use of our services or your behaviour causes harm or costs to CCL (or someone makes a claim against CCL because of something you did), you will cover all of CCL's resulting costs and losses. For example, if you break something in a vehicle and the driver or a third party sues CCL for it, or if you misuse the app to spam others and cause us to face a complaint, you will be responsible for any costs or damages we incur as a result. This indemnity extends to any breach of these Terms by you, any misuse of the services, or any infringement of another's rights (like intellectual property) due to your actions.

### 16.2 Costs of Enforcement

If CCL has to engage lawyers or take legal action to enforce any of these Terms (including collecting unpaid fees or handling your breach of contract), you agree to pay all reasonable costs incurred by CCL in doing so. This includes legal fees (on a solicitor-client basis, meaning full reimbursement of actual costs), court fees, and other related expenses. For instance, if we have to sue you for an unpaid account invoice and hire a debt collection lawyer, you would be expected to pay those legal costs in addition to the debt itself. These obligations survive the termination of the contract – meaning even if you stop using our services, you remain responsible for indemnifying us for things that occurred while you were a user, and for paying any enforcement or collection costs thereafter.

### 16.3 In plain language

If your actions cause us to get sued or suffer losses, you have to cover those losses. Also, if we incur costs making you stick to these Terms or collecting money you owe, you'll have to

pay those costs too. So please, use our service properly so none of this becomes an issue.

## 17.0 Promotions and Offers

From time to time, CCL may offer promotional codes, discounts, credits, or special offers ("Promo Codes") to customers. These may be provided via our app, email, or third-party campaigns. Promo Codes are subject to both these Terms and any additional terms we specify at the time of the offer. By using a Promo Code, you agree to the following:

### 17.1 Intended Use

Promo Codes are intended for specific audiences or purposes (for example, first-time users, or a referral bonus, etc.). Use the code only as intended and for legitimate purposes. For instance, if a code is for new customers, existing customers should not create fake new accounts to use it.

### 17.2 No Duplication or Transfer

Promo Codes cannot be sold, traded, duplicated, or transferred in any way unless explicitly allowed by CCL. This includes posting them publicly if they were intended for a private group, or attempting to redeem the same code multiple times by different means. Each code is usually limited to one per user or one per booking.

### 17.3 No Cash Value

Promo Codes have no cash value and cannot be exchanged for cash. They are only redeemable against CCL services as described in the offer. If a Promo Code credit exceeds the cost of the ride, the excess amount is generally forfeited (not returned in cash).

### 17.4 Validity

Promo Codes may have expiration dates or be valid only for a certain time frame. If you don't use it in time, it expires. We won't usually extend or reissue expired codes.

### 17.5 Combination and Limits

Certain Promo Codes cannot be combined with other offers. If stated, a Promo Code might be limited to one use per customer or even one per city/region. Attempting to use

multiple promos inappropriately may result in none being applied.

### 17.6 Right to Disable

CCL reserves the right to disable or cancel Promo Codes at any time for any reason without liability. For example, if a code was leaked or is being abused, we might disable it early.

### 17.7 Fraudulent Use

If CCL suspects that a Promo Code is being used fraudulently, illegally, or in violation of the promo's terms or these Terms, we reserve the right to withhold or deduct credits or benefits obtained through the code. For instance, if you created multiple accounts to misuse a "\$20 off" new user code, we can charge those rides back to your payment method or refuse the discount.

### 17.8 Promo Terms Precedence

If there are separate terms and conditions provided with a promotion (say on an email or advertisement), those specific terms will apply in addition to these general rules. If there's a direct conflict, usually the specific promo's terms will prevail for that offer.

### 17.9 In plain language

Enjoy our promo deals but play fair! Use promo codes only how they're meant to be used. Don't try to game the system by creating fake accounts or selling codes. They're basically free or discounted rides – not cash. We can cancel promotions if people abuse them. We just want to give genuine customers a nice bonus from time to time.

## 18.0 Jurisdiction and Governing Law

### 18.1 Governing Law

These Terms and Conditions, and any disputes arising from or related to them or our services, are governed by the laws of New Zealand.

If you are a consumer, you have rights under New Zealand consumer law, and nothing in these Terms will limit those rights except as lawfully permitted (as noted in Section 3).

If any part of these Terms is found to be invalid or unenforceable under New Zealand law, that part will be severed (removed) from the agreement, and the remainder of the Terms will continue to be valid and enforceable. (For example, if one clause is deemed illegal by a court, it doesn't void the entire contract – just that clause.)

The headings and section titles in this document are for convenience and do not affect the interpretation of the Terms.

### 18.2 Jurisdiction

You agree that the courts of New Zealand have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms or the use of CCL services. If you wish to bring legal proceedings against CCL, you must do so in a New Zealand court. (If you are an overseas customer, this means you likely cannot sue us in your home country's courts over these Terms.)

In general, we both agree to try to resolve any issues amicably first (through our complaints process, for example), but if court is necessary, it will be in New Zealand.

The venue will typically be the New Zealand court closest to where the issue occurred or where our head office is located (unless a specific law requires otherwise).

### 18.3 No Waiver

If we do not enforce a provision of these Terms in a particular instance, it does not mean we are waiving our right to enforce it in the future. Similarly, your own delay or omission in enforcing any right or remedy under these Terms doesn't mean you waive that right.

### 18.4 In plain language

New Zealand law applies. If you want to sue us (or we sue you), it's going to be in NZ. If any part of these Terms is invalid, the rest still stands. And just because we don't enforce something once doesn't mean we can't enforce it next time.

## 19.0 Assignment and Transfer

### 19.1 Your Rights

You cannot assign or transfer your rights or obligations under these Terms to someone else without CCL's prior written consent. This means you can't, for example, transfer your customer account's rights to another person or have someone "inherit" your contract with CCL. The contract is personal to you as the user of our service.

### 19.2 CCL's Rights

CCL may assign or transfer its rights and obligations under these Terms as needed, without further notice to you, provided that such assignment does not reduce any guarantees or rights you have under these Terms. For instance, CCL could delegate certain obligations to a partner company or could be acquired by another company that would then honour these Terms. Any such assignment will not affect your rights or our obligations to you. In practice, an assignment by CCL might occur in a business sale, restructuring, or outsourcing of some service components. We will ensure any assignee is capable of performing the obligations here.

### 19.3 In plain language

You can't hand over your contract with us to someone else without asking us first. But we can transfer this agreement to another company (say, if our business is sold or we restructure) – if we do, that new company will step into our shoes under these Terms.)

## 20.0 Updates and Upgrades to Services

From time to time, CCL may introduce new features, update or replace its booking platforms, or migrate to new systems. These Terms are intended to cover any such upgrades or new versions of our services, unless we provide a separate set of terms for them.

For example, if we launch a new booking app or an online portal, your use of it will still be governed by these Terms (even if the interface is different), unless we specifically state otherwise and ask you to agree to new terms.

If a particular upgrade comes with its own terms (for instance, if we partner with another service that has additional terms for its use), we will let you know. In such a case, those separate terms will apply to the extent they differ for that specific service or feature.

### 20.1 Entire Agreement

These Terms (along with our Privacy Policy and any additional terms referenced) form the entire agreement between you and CCL regarding the use of our services. They replace any prior agreements or understandings (written or oral) not included here.

### 20.2 Amendment

Except for updates we make as described in Section 1, any changes to these Terms must be agreed in writing by CCL. You can't unilaterally change the terms by, say, writing something on a booking form or telling a driver different conditions – any change has to come from CCL's management.

### 20.3 In plain language

If we roll out new tech or improvements, these same rules still apply to how you use them, unless we say otherwise. Consider these Terms a blanket agreement for all Corporate Cabs services as they evolve. We might add specific terms for a specific new feature, but we'll let you know if so.

## 21.0 Privacy and Data Use

Your privacy is very important to us. We handle personal information in accordance with New Zealand's Privacy Act 2020 and our own Privacy Policy (available on our website).

Here's a summary of how we may use your data:

### 21.1 Data Collection

We collect personal information that you provide to us or that is necessary to provide our services. This can include your name, contact details, pickup and drop-off information, account details, payment information, and ride history. If you use our app, it might include location data (for instance, if you use "find my location"). We might also collect feedback or communications you send us.

## 21.2 How We Use Data

We use your personal information to provide and improve our services – for example, to make bookings for you, dispatch drivers, process payments, send receipts, and handle customer support. We also may use it to personalise your experience, send service updates, or (if you've agreed) marketing offers. We might analyse usage patterns to enhance our operations.

## 21.3 Sharing Data

We may share your information with service providers or partners who help us run our business – for example, a payment processor for credit card transactions, an email service to send newsletters, or a mapping service. These third parties are expected to protect your data and use it only for the purposes we specify.

We also share relevant details with the drivers who fulfil your rides (obviously, they see your name and pickup/drop-off location, and any notes like "has a child seat" so they can serve you). Drivers are required to keep such information confidential and use it only for the ride.

We do not sell your personal information to unrelated third parties for their own marketing. We might disclose data if required by law or for safety (for example, to law enforcement with appropriate authority, or if a court order compels us).

## 21.4 Data of Others

If you provide us personal information about someone else (say, you book a ride for a colleague or family member, or input an assistant's contact for notifications), you must have the right to do so and you should ensure they are aware their data is being provided.

## 21.5 Access and Correction

If you are an individual (not a company), you have rights under the Privacy Act to request access to the personal information we hold about you, and to request correction of any errors. You can do this by contacting us (see Contact Information below). We may require verification of identity before releasing data. In some cases, if the request is

extensive, we might charge a reasonable fee (but we'll discuss with you first).

## 21.6 Retention

We will retain your personal information for as long as needed for our business purposes and to comply with legal requirements (for instance, financial records or in case of future disputes). When it's no longer needed, we will securely dispose of it or anonymise it.

## 21.7 Marketing Communications

If you've signed up on our website or app, we may send you promotional emails or texts about our services or special offers. You can opt out of marketing messages at any time (each email will have an "unsubscribe" link, or you can contact us to be removed). Service-related communications (like booking confirmations, receipts, or urgent service notices) are not considered marketing and will still be sent as needed.

## 21.8 Privacy Policy

For more details on how we handle data, please refer to our Privacy Policy (available on our website or on request). By using our services, you also agree to the practices outlined in that policy.

## 21.9 In plain language

We collect some personal info to give you a great service. We use it mainly to get you rides and improve our operations. We share your info only with those who need it (like your driver or our payment processor). We don't sell your info to random companies. You can ask to see what data we have on you and correct it. And check out our Privacy Policy for full details.

## 22.0 Final Provisions

### 22.1 Severability

If any provision of these Terms is found to be invalid or unenforceable by a court, that specific part will be struck out, but the rest of the Terms will remain in effect. The invalid provision will, if possible, be modified to the minimum extent necessary to make it valid, or otherwise omitted, without affecting the validity of the remainder.

## 22.2 Relationship

Nothing in these Terms creates any partnership, joint venture, employment, or agency relationship between you and CCL. You are a customer (or account client), and we are an independent service provider. You do not have authority to bind CCL, and we do not have authority to make commitments on your behalf, except as explicitly described in these Terms.

## 22.3 Third-Party Rights

Except as specifically set forth (e.g., Apple’s rights regarding the iOS app, per Section 13), no person or entity who is not a party to this agreement shall have any right to enforce any term of this agreement. This is known as “no third-party beneficiaries” outside the exceptions we’ve noted.

## 22.4 Contact Information

If you have any questions about these Terms, or need to contact us for any reason, our details are:

Corporate Cabs Limited – 161 Manukau Road, Epsom, Auckland, New Zealand 1023.

Phone: 0800 789 789 (toll-free within NZ) or +64 9 632 0600 (for international callers).

Email: [info@corporatecabs.co.nz](mailto:info@corporatecabs.co.nz)

Website: [www.corporatecabs.co.nz](http://www.corporatecabs.co.nz)

**We appreciate your business and thank you for reading our Terms and Conditions. Safe travels with Corporate Cabs!**