



Email: info@gosafetransport.nz | Web: www.gosafetransport.nz

Transport Services Agreement

This Transport Services Agreement (“Agreement”) governs the provision of passenger transport services by Go Safe Transport to the customer, organisation, or passenger (“the Client”).

By confirming a booking or using our services, the Client agrees to the terms set out in this Agreement.

1. Scope of Services

Go Safe Transport agrees to provide passenger transport services as requested and confirmed at the time of booking. Services may include, but are not limited to:

- Community transport services
- Retirement village transport services
- Group outings and organised trips
- Day trips and leisure transport
- Private and corporate hire
- Airport transfers
- Medical appointment transport (non-emergency)
- Shopping trips and personal errands
- Social outings and group transport

All services are subject to vehicle availability, operational capacity, and safety requirements.

2. Booking and Confirmation

All transport bookings must be made through authorised booking channels approved by Go Safe Transport.



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A booking will be considered confirmed once required booking information has been provided and payment or deposit requirements have been satisfied where applicable.

The Client is responsible for ensuring that all booking details provided are accurate, including pickup time, pickup location, destination, and passenger requirements.

3. Service Delivery

Go Safe Transport will make reasonable efforts to provide services at the agreed time and location. However, travel times and arrival times cannot be guaranteed due to factors outside the Company's control including traffic conditions, weather events, road closures, or mechanical issues.

The Company reserves the right to substitute vehicles or adjust schedules when operationally necessary.

4. Passenger Conduct

Passengers must behave in a safe and respectful manner during the journey.

The Company reserves the right to refuse or terminate transport services if a passenger poses a safety risk to the driver or other passengers, engages in abusive or unlawful behaviour, or fails to comply with safety instructions.

No refund will be provided in such circumstances.

5. Safety Compliance

Passengers must wear seatbelts at all times when the vehicle is in motion in accordance with New Zealand transport safety laws.

The driver's decisions regarding passenger safety, seating arrangements, and vehicle capacity are final.

6. Liability Limitation

To the maximum extent permitted under New Zealand law, Go Safe Transport shall not be liable for indirect, incidental, or consequential losses arising from the use of transport services including missed appointments, missed flights, or delayed arrivals.



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Where liability is established, it shall be limited to the amount paid for the specific transport service.

7. Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of New Zealand.

Any disputes arising from this Agreement shall be subject to the jurisdiction of the courts of New Zealand.

2. Community Transport Cancellation & Refund Policy

This policy applies to community groups, social organisations, and group transport bookings with Go Safe Transport.

Booking Confirmation

Community transport bookings must be confirmed in advance. A booking may require a deposit or full payment depending on the nature and size of the booking.

Cancellation Notice Period – More than 72 Hours Notice

Cancellations made more than 72 hours prior to the scheduled pickup time will generally receive a full refund or may be transferred to a future booking.

24–72 Hours Notice

Cancellations made between 24 and 72 hours before the scheduled service may incur a cancellation fee of up to 50% of the total booking cost.

Less than 24 Hours Notice or No-Show

Cancellations made less than 24 hours before the scheduled pickup time or failure of passengers to attend the pickup location may result in 100% of the booking cost being charged.

This is because vehicles, drivers, and operational resources will have already been allocated.



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Rescheduling

Where possible, Go Safe Transport will attempt to accommodate rescheduling requests for community bookings subject to vehicle availability and operational scheduling.

The Company may offer a credit for future travel instead of a refund, valid for an agreed period.

Weather or Safety Cancellations

In the event that a trip must be cancelled due to severe weather, road closures, or safety concerns, Go Safe Transport will work with the client to reschedule the trip or issue a credit for future use.

3. Retirement Village Transport Liability Disclaimer

Go Safe Transport provides transport services for residents of retirement villages and community living facilities. These services are strictly limited to passenger transportation only.

Non-Medical Service

The Company provides non-medical transport services only. Drivers are not medical professionals and are not authorised to provide medical assistance or healthcare services.

Passenger Responsibility

Residents using the transport service must be able to travel safely with minimal assistance. Passengers requiring additional support must be accompanied by a caregiver, family member, or authorised support person.

Driver Assistance Limitations

Drivers may assist passengers with entering and exiting the vehicle, securing seatbelts, and loading mobility aids where safe to do so.

Drivers are not permitted to lift, carry, or physically support passengers in accordance with health and safety regulations.



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Health and Mobility Disclosure

The retirement village or booking coordinator must inform Go Safe Transport in advance of passengers with mobility limitations, wheelchair requirements, or medical conditions that may affect travel.

Limitation of Liability

Go Safe Transport shall not be liable for injuries or medical events occurring during transport unless caused by proven negligence. The retirement village or passenger accepts responsibility for ensuring residents are medically fit to travel.

Signature :.....

Name:.....

Date: