



Te Hunga Whaikaha Total Mobility

A Metlink service

Te Hunga Whaikaha Total Mobility Terms and Conditions

Effective from November 2024

Te Hunga Whaikaha Total Mobility is administered by Greater Wellington Regional Council (GW) and provides access to subsidised taxi transport for eligible customers that live in the greater Wellington region.

By using the card, customers are deemed to have understood and agree to abide by the Customer Terms and Conditions (T&Cs), as amended from time to time. The most up to date version is always available on our website or you can contact Metlink for a copy.

General Terms

1. Any breach of these T&Cs, knowingly providing misleading or false information, or failing to notify GW of loss or misuse may result in cancellation of the card without prior notice and, at the discretion of GW, legal action against you.
2. The information you provided during the assessment was used to establish your eligibility, and for statistical and service improvement purposes which will not identify you as an individual. This information may be shared with Waka Kotahi or Audit NZ for audit purposes.
3. We will review your eligibility at least every 3 years and may require you to be reassessed. There will be no charge for a reassessment.
4. Your card will automatically expire if it has not been used **in a taxi within 3 years** with one of our approved transport companies. Use on Metlink public transport (bus, train, or ferry) is not considered to meet this requirement.
5. Expired cards cannot be reactivated. You will need to reapply and be assessed again to determine ongoing eligibility.

Conditions of Use

1. You must be an active registered customer, and your contact details must be current.
2. You must not allow anyone else to use your card and take all practicable steps to protect your card from theft or fraudulent use.
3. You must show your card to the driver at the start of every trip. Failure to do so will result in you being charged the full fare. No refunds will be made.
4. You must notify GW if you lose or misplace your card, or if you think someone else is using your card.
5. You must notify GW if there are any changes that may affect your eligibility.

6. You must arrange your trips with the approved transport company's centralised dispatch system unless you are taking a taxi off a taxi rank. Do not call the Driver.
7. You must not contact drivers directly to arrange trips unless it is to book a return trip with the driver originally dispatched to you by the approved transport company.
8. You must not use your card for services provided by a driver who is a family member or close associate. If you wish to use your Te Hunga Whaikaha Total Mobility card, you must use a different driver that is not a family member or close associate.
9. You must remain in the vehicle for the duration of the trip. When you get out of the vehicle or reach your destination the trip ends.
10. You can travel with whānau, friends or carers as passengers provided you remain in the vehicle with them for the entire trip.
11. Wait time is charged. You must not ask the driver to wait for you. If you do, you will need to pay the driver for all wait time charges.
12. You must not leave or store your card with a driver or any other person at any time. Your card is your responsibility.
13. You must always ask for a receipt at the end of your trip and check the total matches the amount you paid to the driver.
14. You must pay your share of the fare, at the end of the trip and before exiting the vehicle, unless you are paying on an account as prearranged with the taxi company.
15. GW may change at any time and without prior notice, these T&Cs, the subsidy amount, and the eligibility criteria. The current version of the T&Cs, the subsidy amount and the eligibility criteria will be available on their website at www.metlink.org.nz
16. Te Hunga Whaikaha Total Mobility can be used to subsidise personal travel expenses only and cannot be used for travel that is (or should be) partially or fully paid for by another organisation, such as ACC, an employer, a school, or a rest home. Call Metlink on **0800 801 700** before travelling for further clarification of this condition.
17. You must use your card in a responsible manner including taking the most efficient route and minimising use where possible. Sightseeing type trips are not permitted.

Privacy

Your privacy is important to us. You can read about our commitment to your privacy on our website at www.metlink.org.nz/about/legal/privacy-statement. This statement tells you about our collection, use and disclosure of your personal information. You can also contact us to talk about it or ask us to send a copy of our Privacy Statement.

Snapper

Your Te Hunga Whaikaha Total Mobility card is also a Snapper card so it can be used to get the Accessible Concession on Metlink bus, train, and ferry services. By using your Te Hunga Whaikaha Total Mobility card as a Snapper card you agree to Snapper's current terms of use.

If you have any questions, feedback or to update your details,
Contact Metlink on 0800 801 700 or info@metlink.org.nz