

TERMS AND CONDITIONS OF SERVICE

Current Taxi Ltd is a taxi service operating in the Regional District of the Central Okanagan. This service uses only fully electric vehicles and operated on a strict standard of sustainability through technology. The service of booking the service is offered through a mobile app, a website and direct contact with the dispatch office. Communication is offered through various platforms including text, social media, email and phone. If you require further information on our services, please contact the despatch office at 250-864-8294(TAXI) or email at ride@currenttaxi.ca.

Once you use any of the services outlined above or enter a designated Current Taxi vehicle for the purpose of using the service, you will become a customer and will be deemed to have accepted these Terms. If you do not agree with the Terms or expectations of behaviour, you should stop using the service.

Agreeing with these terms and conditions, you as a client have rights to accessing the Current Taxi app on your personal device, access our website at www.currenttaxi.ca, access to promotional material and any information provided through this service. As such, you will also have rights to using the taxi services available.

All services are subject to availability and provided to you as is without warranty or guarantee.

In BC, there is a document called Taxi Bill of Rights. The following is taken directly from the web address <https://www.taxirights.gov.bc.ca/passengers.html>. You are encouraged to visit this site for more information about the rules and regulations of the Taxi industry.

INFORMATION FOR PASSENGERS:

As a Taxi Passenger you have the right to:

- **Be picked up and transported to your stated destination by any available on duty taxi driver**

A taxi driver may be unable to transport you due to conditions on their licence, such as areas where

they may pick up passengers. They also must obey National Safety Code rules, such as hours of service, which could impact whether they are available for a long trip. Should the driver tell you it's too close to the end of their shift, you may ask the driver to contact dispatch to send another taxi.

- **Pay the posted rate by cash, or accepted credit card or Taxi-Saver voucher**

When the taxi is underway, ensure the taxi meter is operating. When you arrive at your destination, you can pay by any method of payment accepted by company policy, such as credit cards and Taxi-Saver vouchers. When using Taxi-Saver vouchers, supplementing with cash or credit card may be necessary if the fare does not come to an even dollar amount, or for the tip.

- **A courteous driver who provides assistance, if requested**

If you need assistance entering or exiting the taxi, or if you need help to store items, ask your driver. If you need assistance with heavy or overweight luggage or packages, consider pre-arranging your trip to ensure the taxi and driver can accommodate you.

- **Travel with an assistance dog or portable mobility aid**

You have the right to travel with an assistance dog that sits on the floor and is held by a leash or harness. Taxis can also accommodate portable mobility aids, designed to collapse for easy transport, without the need for a specialized accessible taxi.

- **A taxi that is clean, smoke free and in good repair**

Municipalities have vehicle bylaws to protect the health of the driver and passengers. Smoking is not permitted in taxis, as they are considered enclosed workplaces.

- **Direct the route, or expect the most economical route**

When indicating your destination, let your taxi driver know if you would prefer to be driven by a specific route; otherwise the driver will determine the most economical route, taking into account current road and traffic conditions.

- **A quiet atmosphere, upon request**

You have the right to travel without listening to music or news on the car's radio, although the driver must be able to hear and respond to dispatch as needed.

- **A detailed receipt, when requested**

If you would like a receipt, ask your driver. You may also ask that the company name, taxi number and driver's name appear on the receipt.

As a Taxi Passenger you need to understand the rights of taxi drivers:

- It's important to remember that your driver must obey all applicable laws, including the conditions of the licence to operate as a taxi.
- Personal safety of the taxi driver, along with that of their passengers, is the number one priority. A taxi driver can refuse to transport a passenger or travel to a particular destination, if the driver believes his or her personal safety could be compromised.
- A taxi driver may refuse to transport passengers who are smoking, conducting themselves in a disorderly manner, using profane or offensive language, or are acting in such a manner as to be offensive to the driver or other passengers.
- To provide assurance that the fare will be paid, the driver may ask you for a deposit up to the estimated amount of the fare. You can provide the deposit in any manner that is normally accepted by the company.

AGREEMENT:

As a customer of Current Taxi Ltd, you agree that all information you provide to use our service is accurate, true and up to date. Please contact us if you need to correct or change any details.

As a customer of Current Taxi, when you are using our services, you agree:

- You will not penetrate the services in an attempt to disrupt or access information to unlawfully disrupt digital security measures;
- To not transfer files that contain viruses or other harmful programs into any of our programs or computers or technology;
- you assume all risks associated with sharing your account with others;
- you will not defame the name of Current Taxi Ltd by doing anything which could damage the reputation of Current Taxi Ltd through media, social media, print, publicly or anything of the like;
- that the services provided to you are not used for any unlawful or dangerous purpose;

- that you will not willfully cause any damage to the vehicle or its contents;
- that you will not cause harm to any of Current Taxi's employees or affiliates through physical, emotional, bullying, harassment, threats or abuse for any reason;
- you will not cause harm in any way to any person inside or outside the vehicle;
- you will refrain from doing anything to damage Current Taxi's reputation;
- you will refrain from doing anything to risk the safety of the public, the driver and yourself;
- if asked to provide proof of identity, you do so to ensure the safety of our drivers;
- If you have any complaints about your service, you agree that you will contact Current Taxi Ltd directly and not try to resolve disputes with the driver. Drivers are not permitted or encouraged to get into any altercations with customers;
- that all photographs, reviews, texts, written statements and social media posts can be used by Current Taxi Ltd for promotional material in a respectful and positive manner;
- to compensate and defend Current Taxi Ltd and its employees against any claims or legal proceedings brought against us by another party as a result of your breaching these terms.

PAYMENT:

- when you register your credit card with Current Taxi, you agree that your credit card will be automatically charged each time you complete a ride;
- once your ride is completed, your credit card on file will be automatically charged and is non-refundable;
- gratuities are not included in the price of the ride and is an option to the passenger to include after the completion of a ride;
- to make payment fully as communicated to you by the driver and the dispatch system;
- to pay, as regulated by the Passenger Transportation Board, Current Taxi Ltd a fee of \$75 for any spillage or excessive clean-up caused by you while in the vehicle;
- you will be charged at cost for any damages caused by you to the vehicle or its contents.

CONTRACT:

- if any terms are violated, we reserve the right to suspend or terminate your access to services offered by Current Taxi Ltd without notice;
- you may terminate your agreement with Current Taxi Ltd at any time by stopping using the service, if you choose to cancel your registration you may reach out to ride@currenttaxi.ca to initiate the process.

LEGAL:

- nothing in these terms or the privacy statement supersede any of your legal rights;
- we do our best to return anything left in the car but we are not responsible to compensate for any personal items left or lost in the car if not found by the driver and agree that it is your responsibility to leave nothing behind;
- utmost care will always be taken with your personal belongings and baggage, however we are not responsible for any damage to baggage;
- our services are provided by third party developers who have access to some of your information in order for the services to work;
- you understand that the Internet is not a secure medium where privacy is guaranteed, personal and payment information is vulnerable and we will not be responsible for any liability that comes from a breach in confidentiality or security. All reasonable process are in place to avoid any breach of security including strict security features provided by our digital partners.

POLICY CHANGES:

In response to changing business or legal requirements, Current Taxi Ltd may change this policy at any time without notice.

Last update – May 24, 2019