



Conditions of Carriage

For travel on the goBay public transport (bus) services.



These conditions of carriage apply to passengers travelling on goBay bus services operated by Go Bus Transport Ltd, under contract to Hawke's Bay Regional council, under the Public Transport Operating Model (PTOM).

If you travel with us, you are bound by these conditions.

These conditions may change from time to time, for the current version go to:

<https://www.gobay.co.nz/assets/Information/Conditions-of-Carriage-goBay.pdf>

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1. Introduction

Hawke's Bay Regional Council (HBRC), is responsible for providing public transport services in our region. These services are provided by Go Bus Transport Ltd, under contract to HBRC. The money to pay for this contract comes from fare paying passengers using the bus services, HBRC ratepayers and the NZ Transport Agency (taxpayers).

Current goBay bus services operate between Napier and Hastings; Havelock North and Hastings; Flaxmere and Hastings; Camberley, Raureka, Mahora, Parkvale, Akina and Hastings; Bay View, Westshore, Ahuriri, Tamatea, Taradale, Maraenui, Onekawa and Napier; Clive, Whakatu, Waipatu and Hastings.

2. Bus Fares, Concession Fares, Transfer Fares and Tickets

- a. You must pay the correct fare for your journey (the fare schedule can be found at <https://www.gobay.co.nz/information/tickets-and-fares>).
- a. Bus fares are payable in cash or by Beecard only.
- b. The correct change is appreciated as change may not always be available for large denomination notes. You may be asked to provide the correct fare or a smaller denomination note to pay your fare.
- c. You must pay the appropriate fare for your trip i.e. a two zone fare for a two zone trip. If you pay for a one zone fare and you continue to travel into zone two, you may be asked to pay the extra fare, or get off the bus.
- d. Passengers using a BeeCard must tag on and tag off correctly. If passengers forget to tag off, they will be charged a default two-zone fare.
- e. You must show current, valid ID to obtain a concessionary fare i.e. Student ID, Community Services card, SuperGold card, (this does not apply to children under five, or students in school uniform).
- f. You must show a valid appointment card, letter or text to travel free of charge to and from HB Regional Hospital or the Napier Health Centre.
- g. You can transfer free to any other goBay route (same zone), within 90 minutes of your original journey if purchasing a cash ticket or 30 minutes if you are using a Beecard. Free transfers do not apply to broken journeys/onward travel on the same route, return trips, or SuperGold card travel.

3. Bus Timetables

- a. Bus timetables can be found at <https://www.gobay.co.nz/#bustimetable>, hard copies are available from GoBay bus drivers, Hawke's Bay Regional Council, Napier Library, Taradale Library, or by phoning (06) 835 9200. Large print versions are also available from Hawke's Bay Regional Council.
- b. Although the service provider will endeavour to run buses to the timetable, departure and arrival times are not guaranteed, as they can be affected by traffic congestion, diversions, roadworks, breakdowns, accidents, weather conditions and other unforeseen events.
- c. If there is a major service disruption, we will attempt to let passengers know via our website and Facebook page.

4. Comfort of Passengers

- a. To ensure the comfort of all passengers, you are requested:
 - To remove any headgear concealing your face i.e helmet or ski-mask, unless you are wearing it for medical or religious reasons
 - To be courteous to the driver and fellow passengers
 - To refrain from talking to the bus driver when the bus is moving
 - To sit down if there is a seat available
 - To offer your seat to someone who may need it more than you i.e. elderly people, pregnant passengers, people with a disability or mobility problem
 - To vacate the seats in the wheelchair bay, should a passenger in a wheelchair, or with a pram/stroller board the bus
 - To place bags on your knee (not on an empty seat) when seating is limited
 - To move towards the back of the bus when standing, allowing room for other passengers to board
 - Not to smoke, vape, eat, drink or play loud music
 - Not to put your feet on the seat
 - Not to use aerosol sprays of any kind while on the bus
 - To be respectful of the vehicle. If you are seen damaging any part of the bus, you will be asked to leave and may be required to pay for any damage
 - To make sure you take your belongings and any rubbish with you when

you leave the bus.

5. Wheelchairs/Mobility Scooters

- a. The majority of wheelchair users are able to travel safely on the GoBay public transport network, however if the wheelchair:
 - Takes up a space of more than 700mm wide and 1200mm long, and/or has a combined weight (wheelchair and passenger) of more than 240kgs, it cannot be carried due to health and safety considerations for wheelchair users, bus drivers and other passengers travelling on the bus
 - Once the ramp has been lowered by the bus driver, wheelchair users should be able to board/disembark and pay their fare independently. If this is not possible, they should be accompanied by a support person to provide the necessary assistance.
- b. Mobility Scooters cannot be carried on the bus.

6. Bikes and E-scooters on Buses

- a. Bike racks are available on all services.
- b. Each bike rack can hold two bikes, on a 'first come, first serve' basis.
- c. The bike must weigh less than 25kg.
- d. Bikes are carried free of charge, however loading/unloading the bike is the responsibility of the cyclist/passenger.
- e. The maximum insured value of any bike mounted on the bike rack is \$2000.
- f. No bikes are allowed inside the bus.
- g. E-scooters are only permitted on the bus if they can be folded down and safely placed on either the passengers' knee or secured in the luggage bay.
- h. Scooters, roller skates, skateboards and similar equipment may generally be carried on our Vehicles, so long as they:
 - a. Do not unduly interfere with other customers
 - b. Are not used, operated, or worn whilst on board our Vehicles
 - c. Are not likely to cause injury to anyone or damage to any property.

7. Dog on Buses

- a. Small dogs (or cats) secured in pet carriers, and placed on the passenger's knee, can be carried free of charge during off-peak times, between 9am and 3pm on

weekdays, anytime at the weekend, or on Public Holidays only. If the animal is noisy, aggressive or emits an unpleasant odour, the passenger and their pet may be asked to get off the bus.

- b. Service dogs are permitted on all services.

8. Filming and Photography onboard the Bus

- a. If you wish to film or photograph while on the bus for personal use, please be respectful of other passengers on the bus.
- b. If you wish to film or photograph while on the bus for anything other than personal use, you must first seek prior written approval by contacting goBay@hbrc.govt.nz or calling (06) 835 9200.

9. Getting on and off the Bus

- a. You must ensure you are clearly visible to the bus driver at the bus stop, it is advisable to wave or raise your hand to the driver.
- b. Bus drivers can only pick-up or drop-off passengers at designated bus stops, please do not ask to be dropped off anywhere other than a bus stop.
- c. If the bus is full to legal capacity, the driver is not permitted to let you board.
- d. You should let passengers get off the bus, before you get on.
- e. As you approach your stop, you should press the 'stop bus' buzzer, please do not stand up until the bus stops.

10. If you Become Unwell or have an Accident while Travelling

- a. If you become unwell or have an accident on the bus, you should seek immediate assistance from the driver.

11. Lost Property

- a. If you believe you have left something on the bus, you should contact Go Bus Transport on 878 9250. Please leave a detailed description of the item lost, along with your name and contact details. Valuable items such as wallets, phones and keys, are held for approximately one week before being taken to the Police Station. Other less valuable items such as clothing will be kept by Go Bus Transport for three months, if not claimed will be donated to an appropriate charity.

12. Privacy

- a. We may collect your personal information, including from CCTV cameras and from your Beecard for a number of purposes, including investigation of criminal offences or health and safety issues, for the resolution of complaints, for planning our services, for research and training.
- b. In dealing with your personal information (including disclosing any personal details to a third party), we will comply with the requirements of the Privacy Act 2020 and any other relevant legislation.

13. Travelling with Children

- a. Children under five years of age travel free.
- b. Children under five years of age must be accompanied by an adult.
- c. If requested by the driver, prams/strollers must be folded to make room for other prams/strollers or wheelchairs.

14. Travelling in Large Groups

- a. If you wish to travel as part a large group, it is advisable to travel in off-peak times, and to advise Go Bus Transport Ltd on 878 9250 in advance of your travel.

15. Travelling with Luggage and Groceries etc.

- a. Luggage and groceries should not block the aisle, or entrance/exits.
- b. Drivers may refuse to carry any item if it is deemed to be:
 - Excessively large
 - Hazardous, e.g. gas bottles, petrol containers
 - Likely to cause injury to passengers or damage to the vehicle
 - Likely to cause offence or discomfort to passengers.

16. Duty to Carry Passengers

- a. The service provider will endeavour to carry all passengers, within the legal loading limits. However, the driver may refuse to carry any passenger, or require any passenger to get off the bus, on the grounds that:
 - The safety of the driver or passengers may be threatened.
 - The person appears to be in a filthy condition, is consuming food or is drinking, smoking, vaping or appears to be under the influence of alcohol and/or drugs.

- The person is noisy, aggressive, violent or disturbing the peace.
- The person has previously vandalised a goBay vehicle.
- The person has attempted to defraud the service provider.
- The person is unwilling or unable to pay the fare or has travelled beyond the point to which they have paid and is unable or unwilling to pay the additional fare.
- The passenger is in possession of a dangerous item or equipment e.g gas bottle, petrol container.
- Passengers repeatedly breaching these conditions of carriage may be trespassed from goBay services.

17. Failure to comply with these Conditions of Carriage

- a. If you do not comply with these conditions, you may be required to get off the bus. If this happens you will **not** be entitled to a refund.

18. Disclaimers

- a. Loss or damage to belongings – passengers travel at their own risk, Go Bus Transport Ltd and HBRC are not responsible for any loss or damage to personal belongings. However, Go Bus Transport Ltd and HBRC will endeavour to return lost property to its rightful owner.
- b. Service disruptions – Although Go Bus Transport Ltd and HBRC make every effort to provide efficient services, we are not responsible for any losses, costs, distress or inconvenience caused by late, diverted or cancelled services.

19. Complaints

If you have a complaint, concern, compliment or suggestion about goBay bus services, or you require more information please:

- Phone (06) 835 9200
- Email goBay@hbrc.govt.nz
- Through our website www.goBay.co.nz
- Through GoBay Hawke's Bay Facebook page or Hawke's Bay Regional Council Facebook page.