

CIAL GROUND TRANSPORT DISCIPLINE SYSTEM

SCOPE

- 1.** The following rules shall be deemed to be the "**CIAL Rules**" referred to in relation to licenses between CIAL and Transport Operators (each a "**Licence**") operating any of the following modes of ground transport at the Christchurch International Airport (the "**Airport**"):
 - (a) Taxis;
 - (b) Shuttles;
 - (c) Private Hire and any other Small Passenger Service Vehicles;
 - (d) Regional and City Buses;
 - (e) Coaches;

(each a "Vehicle")
- 2.** For the purposes of these rules "**Transport Operator**" means the Licensee under any Licence and "**Authorised Driver**" shall have the meaning set out in a Licence.
- 3.** Capitalised Terms used but not defined herein shall have the same meaning as set out in a Licence.
- 4.** In the event of an inconsistency between these Rules and a Licence, the terms of that Licence shall prevail.

MAJOR OFFENCES

- 5.** The following offences may result in the **removal** of Authorised Driver status and a **fine** of up to **\$2,000** per Authorised Driver and **\$10,000** for the Transport Operator:
 - 5.1** Any behaviour whilst at the Airport to perform or performing Authorised Services at the Airport that becomes a NZTA and/or a Police matter, which results in a criminal conviction.
 - 5.2** Cheating the Access Card System (including, but not limited to, the sharing of access cards) or barrier system (or manual system if redevelopment constraints make this necessary).
 - 5.3** Failure to immediately reconcile any property left in a Vehicle by a passenger with that passenger or to deliver it to a Police Station within 24 hours of discovery.
 - 5.4** Failure to comply with any agreed service levels as specified in any Licence.

OTHER OFFENCES

- 6.** The following offences may result in a **one-month ban** off Airport **and/or a fine** of up to **\$1,000** for the Authorised Driver and **\$5,000** for the Transport Operator:
- 6.1 Charging any fare in excess of the fare or scale of fares that may be registered with CIAL.
 - 6.2 Refusal to accept a passenger at the Airport without lawful reason.
 - 6.3 Touting for business in contravention of any Licence.
 - 6.4 Failure by an Authorised Driver to conduct himself or herself in an orderly and civil manner.
 - 6.5 Driving at the Airport in a careless manner.
 - 6.6 If required by a Licence, failure to display or produce CIAL supplied SPSV ID and/or NZTA supplied unique ID.
 - 6.7 Failure to comply with any directions from a Police Officer, Ground Transport Compliance Officer or CIAL Official.
 - 6.8 Queue jumping.
- 7.** The following offences will result in a **two-week ban** off Airport **and/or a fine** of up to **\$1,000** for the Authorised Driver and **\$5,000** for the Transport Operator:
- 7.1 If required in a Licence, failure to display CIAL approved current fare schedules.
 - 7.2 Smoking when at the Airport for the provision of the Authorised Services.
 - 7.3 Spitting on the ground at the Airport.
 - 7.4 Sleeping in a passenger service vehicle whilst operating at the Airport (including any holding areas).
 - 7.5 Entering through the barrier arms before a space has become clearly available on an appropriate rank.
 - 7.6 Failure to use the proper ranks provided for Authorised Services including any Designated Areas.
 - 7.7 The commission of any offence whilst at the Airport to perform or performing Authorised Services at the Airport that becomes a NZTA and/or a Police matter, which results in the imposition of a fine or other penalty (other than those covered by clause 5.1).

8. The following offences may result in a **one-week ban** off Airport **and/or a fine** of up to **\$750** for the Authorised Driver and **\$3,000** for the Transport Operator:

- 8.1 Failure to dress to the standards required by any Licence.
- 8.2 Failure to maintain the Vehicle to the standard required in a Licence.
- 8.3 Failure to remain within or near the Vehicle whilst operating at the Airport.
- 8.4 Consuming food or drink while plying for hire.
- 8.5 Not depositing litter in the correct receptacles at the Airport (includes cigarette butts etc.).
- 8.6 Failure to move forward when a space becomes available in holding areas or holding ranks.
- 8.7 Moving from one rank to another before a space becomes available.
- 8.8 Failure to provide helpful assistance in loading or unloading the Vehicle.
- 8.9 Failure to accept credit cards and EFTPOS for all fares.

9. The following offences may result in your **immediate suspension** from operating at the airport for a time determined by CIAL **and/or a fine** of up to **\$500** for the Authorised Driver and **\$2,000** for the Transport Operator:

- 9.1 Failure to display current Certificate of Fitness
- 9.2 Failure to display current licence label/number plates.
- 9.3 Failure to display the Licensee's branding.
- 9.4 Failure to comply with statutes, regulations, Airport by-laws or any SPSV license documents.
- 9.5 Failure to maintain a good standard of Vehicle.

10. Appeal Procedure

10.1 If you wish to deny liability in respect of the breach of the CIAL Rules, or dispute the penalty imposed by CIAL, you must, within 5 working days after the service of a notice, write to CIAL at the address shown below:

CIAL Ground Transport Complaints
Level 4 Car Park Building
Durey Road
Harewood
CHRISTCHURCH

10.2 Your written notice must state the grounds on which you deny liability or dispute the penalty and specify any facts that support your submission. On receipt of your

submission CIAL will promptly investigate those matters and may, but shall not be obliged to, seek further information from you during this process.

10.3 CIAL will advise you in writing of its findings, which shall be final and binding, in the matter within 10 working days of receipt of your written notice.