

TERMS OF USE



Here's your new accessibility concession ID card. To receive free bus travel within the Waikato region, simply show this ID card to the bus driver. By using your ID card, you're bound to the terms and conditions of use of the concession as detailed below.

TERMS AND CONDITIONS

- You must show your ID card to the driver in order to receive your free travel. No ID card, no free travel – you will need to pay a valid fare.
- This ID card is not transferable. It can only be used by the holder, as identified by the name and photo printed on the front.
- The accessibility concession is only applicable to the card holder, any one else travelling with you will have to pay a valid bus fare.
- The accessibility concession is available for residents of the Waikato region only.
- The accessibility concession is available on most BUSIT services within the Waikato Region, although we are working to ensure that soon all regional services are able to fully accommodate the accessibility concession. Please see www.busit.co.nz for an up-to-date list of services that can be utilised with the accessibility concession.
- We may request at any time that you secure further independent verification or reassessment of a transport disability from an organisation or person acceptable to the Regional Council. An authorised assessor/GP or Waikato Regional Council staff member may request your permission to gather more information from a third party about your disability so your eligibility for the concession can be properly assessed. We may revoke an accessibility concession entitlement in the event independent verification to the satisfaction of Council is not provided within 20 working days of a request being issued.
- The temporary accessibility concession cards will expire 12 months from the date of being activated.
- A permanent accessibility concession will need to be renewed every 24 months from the date of card issue. The renewal process is published online at www.busit.co.nz and may be amended from time to time.
- The holder of the card must abide by the code and conduct of our bus network.
- We may revoke an accessibility concession entitlement either temporarily or permanently if in the reasonable opinion of Council the concession has not been utilised in accordance with these terms and conditions.

PRIVACY AND USE OF INFORMATION

- Waikato Regional Council is able to contact applicants about the concession via the contact information provided.
- All information from your application will be held by Waikato Regional Council. We will ensure that all names and personal information remain private and confidential – internal access to the database is restricted to appropriate staff.
- A private company may process the photo ID card and Waikato Regional Council keeps an electronic record of the ID card application form and photo.
- We collect statistical information so we can report on the accessibility concession and plan for its future, but this information is held separately from the information used to assess your eligibility for membership.
- We may provide anonymised information relating to the accessibility concession used to a third party organisation for the purposes of undertaking transport research. Any information provided to a third party will be such that it cannot be used to identify an individual unless they have provided their prior consent.

TRAVELLING ON THE BUS

- All buses on Hamilton and regional bus services are wheelchair accessible with dedicated space at the front of the bus. The combined weight of a wheelchair (or any mobility aid) and passenger must be less than 250kg and the dimensions of the mobility aid must be less than 70cm in width and 90cm in length to travel on the bus. Please note that some large wheelchairs and most mobility scooters are unable to be accommodated on buses due to their weight and / or dimensions and manoeuvrability.

If you lose your ID card, please contact us on 07 859 0509 to organise a replacement. There will be a cost for the replacement card.

From time to time, we may make changes to the accessibility concession programme. These changes will be communicated via www.busit.co.nz

If you have any questions about the accessibility concession, or Waikato's bus network, please visit www.busit.co.nz, call 0800 205 305 or speak to the team at the BUSIT counter inside the Hamilton Transport Centre.