

# TERMS OF USE

To receive free public transport within the Waikato region, simply tag on and off with your Bee Card on the bus, or train.

By using your accessibility concession Bee Card, you're bound to the terms and conditions of use of the concession as detailed below.



## Terms and conditions

Eligible residents can make an application for this concession by making an appointment with an approved assessor agency, where they will make an application on behalf of the customer. You can find the most up to date list of approved assessor agencies at [busit.co.nz/accessibility](https://busit.co.nz/accessibility) (General Practitioners are not included). This will then be submitted for approval to BUSIT. This process can take up to 20 business days to complete.

- You must tag your accessibility concession Bee Card on and off the bus, or hand your card to the driver or train manager in order to receive your free travel. No accessibility concession Bee Card, no free travel – you will need to pay a valid fare.
- This Bee Card is not transferable. It can only be used by the holder, as identified by the name 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 unless you have a Plus One companion travel concession.
- The Plus One companion travel concession is for one person only and must be processed via the driver.
- The accessibility concession is available for eligible residents of the Waikato region only.
- The accessibility concession is available on Te Huia and most BUSIT services within the Waikato Region. Please visit [busit.co.nz/accessibility](https://busit.co.nz/accessibility) for an up-to-date list of disability services and local agencies 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 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.
- The holder of the card must abide by the code and conduct of our public transport network. This includes unfavourable or aggressive behaviour towards drivers, transport staff and train crew.
- 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.
- Card holders must provide appropriate personal ID for verification, which can be requested upon application and on going use of this concession. Please cooperate with the appropriate agents and transport personnel when asked to provide ID.

## Updating terms

- From time to time, we may make changes to the accessibility concession programme or approved assessor agencies. These changes will be communicated via [busit.co.nz](http://busit.co.nz)

## 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.
- Photo ID is optional upon submitting an application form, however supplying a passport-style digital photo is highly encouraged for additional ID verification on file, in case of card being lost or mishandled.
- 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.
- By applying for and/or using the Bee Card accessibility concession, you agree to your personal information being stored and used in accordance with the Waikato Regional Council Privacy Statement. Please find the full version at [waikatoregion.govt.nz/privacy](http://waikatoregion.govt.nz/privacy)

## Lost cards

- If you lose your accessibility concession Bee Card, please contact us on **07 859 0509** to organise a replacement. **There will be a cost for the replacement card.**

## Code of Conduct

On the bus, passengers and drivers are expected to follow the BUSIT Code of Conduct to ensure all people onboard are respected and safe.

You are responsible for:

- Respecting other people
- Your own good behaviour
- Showing valid ID to qualify for any discounted fares
- Following Reasonable instructions from the driver and/or any city or regional council representatives and/or any security of NZ Police Officers.

This means, on the bus - you will not:

- Threaten, bully or harass any other people including bus drivers
- Swear or use bad language
- Eat, drink, smoke, vape or put your feet up on the bus seats
- Play loud music - use headphones instead
- Spit or litter
- Tag, graffiti or damage anything
- Consume alcohol

Find the Code of Conduct at [busit.co.nz](http://busit.co.nz)

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