

Get There DRT Users Guidelines

Information Guide to assist Get There DRT Users

Background

Get There DRT ('GT') is a web-based application that connects travellers with on-demand transport service providers using various third party transport service providers with whom we have contract arrangements. Travel options include shared ride, point to point, or in a wheelchair accessible vehicle.

You must be at least 18 years of age to apply for a GT User account.

Travellers using the GT app are referred to as GT Users, or passengers.

The GT app is designed for use on smartphones only.

GT User Terms and Conditions

By registering with GT you agree to accept and abide by the terms and conditions of service. To view the T&C online, visit the GT website, <http://www.gettheredrt.com.au>.

Accessing the services

Register with GT for Android or iOS

Registration is free. To register, you will need an iOS or Android smartphone with an active data connection. GT is Facebook and Google enabled.

To register, download the GT User app for iOS or Android, and complete the registration process including credit card details to enable payment.

You will be able to travel as soon as your information is verified. If your details are correct, approval is almost instantaneous.

You will receive a confirmation text or email when registration is complete.

Downloading the GT User app

GT runs on Apple iOS and Google Android.

Search for and download the GT User app from the appropriate store for your phone.

Creating a User account

To create an individual GT User account, you need to be at least 18 years of age, and register for and maintain an active user account. You will also need to agree to our terms and conditions and our privacy statement.

NOTE: Riders over 12 and under 18 years of age can travel unaccompanied provided their parent or guardian account holder has either booked their travel or authorised another account holder to do so. See GT Policies at the end of these Guidelines for further information.

To set up your User account, you will need to provide the following information:

- Name
- Current email address
- Mobile Phone number
- Credit card number
- A clear, passport-style photo of yourself, face-only. You can use a selfie from your phone.
- Review and tick to accept our terms and conditions and our privacy statement.
- Once submitted, GT will confirm your registration via SMS/ email.
- Once submitted, you will receive a passcode by SMS to confirm your mobile phone number.
- Enter and confirm the passcode to complete your account registration.

After you provide this info, we'll send an email to confirm your account registration.

Once you confirm, you will be able to use your app to request a trip.

Important: You agree to notify us immediately of any breach in secrecy of your username or password. If you have any reason to believe that your account information has been compromised or that your account has been accessed by a third party, you must immediately notify GT at admin@gettheredrt.com.au

You must not authorise third parties to use your Account.

Help with creating an account

First, make sure that you have downloaded the current version of the app.

If you have any other issues signing up, contacting us by email at enquiries@gettheredrt.com.au

How to book a GT trip

In order to use GT for transport, you must have location services turned on in your device.

Open the GT User app and choose:

- Where you want to get to
- How you want to travel (shared ride, point to point)
- When you want to travel
- The app will generate an approximate fare for you based on this information, and then prompt you to book.
- Press 'accept', and GT will match you with the best service to meet your travel needs subject to driver availability.
- Once your request has been allocated, you will be sent a notification advising you of your drivers detail and the estimated time of pick up. The map will provide you with your driver's location.
- GT does not have surge pricing.

At the end of your trip:

- Payment is made from your registered credit card only, through a secure server. For security reasons, cash is not accepted.
- You will be emailed a receipt for the journey.
- The app will prompt you to rate your driver from 1 to 5 Stars. Drivers are also prompted to rate passengers.
- Check that you have collected all belongings before you exit the vehicle.

Trip fare estimate

A fare estimate is displayed when you request a trip. The GT app will identify the optimum route to facilitate your journey. Once you have received your fare estimate, you are able to confirm your booking.

Any local or state based service levies and taxes (such as the Victorian Commercial Passenger Vehicle Service Levy of \$1.00 per trip), road tolls and federal taxes (GST), are automatically included in the fare estimate.

If you do not wish to pay toll road charges, please advise your driver upon entering the vehicle. The driver will identify an appropriate alternative route.

If the passenger prefers an alternative route, they must notify the driver as soon as practical. The driver will follow the route identified by the passenger, subject to safety and legal obligations. The passenger will be liable for any variations to the fare due to variations in the route.

Estimated Time of Arrival (“ETA”)

When you confirm your booking, the GT app will show the ETA of the vehicle at your chosen pickup point.

When you start your trip, the app shows the ETA for your destination. It is an estimate only, and may vary depending on unexpected traffic conditions or roadworks.

Changing drop off point during trip

If the passenger wishes to change the drop off point, they should advise the driver as soon as practical. The driver will progress to the new destination and the customer will be charged appropriately for the updated time and distance.

Booking a trip in advance

You can book the time and date of your trip up to 2 days in advance.

To book a trip in advance, use the clock on the top right hand side of the app.

As with normal trips, select your pick up address and destination.

Pick the date and time of the trip when booking the trip on the app.

Choose the trip type (shared ride or point to point).

To finish booking the trip, press the schedule button at the bottom of the screen.

At the time of your scheduled trip, you will be notified when a vehicle has been assigned to you.

Booking a specific type of vehicle

GT may be able to match a type of vehicle, e.g. car, minibus, or wheelchair-enabled vehicle; but is not able to match a passenger with any specific vehicle. You can select the vehicle type during the booking process.

Recognising your Driver and Vehicle

When you are matched with your driver, you will be sent the drivers details including their name, vehicle colour, type and registration, and where possible, a photo. To ensure both your and driver safety, the driver will always ask for your name at the pick-up location.

When using a GT Transport Service Provider who employs their own staff drivers, you will receive vehicle information upon booking confirmation, and the driver will have their driver accreditation number and photo clearly displayed in the vehicle throughout the duration of the trip.

Contact the driver

Once you have booked a trip you can contact the driver by text or email via in-app functionality.

Booking a specific driver

GT is not able to match travel requests with particular drivers.

Requests for travel will be accepted by the first driver who responds to the request, assuming their ability and willingness to provide transport is also accepted by the requester.

How is the fare calculated?

The trip fare is calculated on a combination of time and distance for the route travelled, plus any chargeable waiting time. Any local or state based service levies and taxes (such as the Victorian Commercial Passenger Vehicle Service Levy of \$1.00 per trip), and road tolls, are automatically included in the fare. If you wish to use a non-toll route, you need to advise your driver upon entering the vehicle so that an alternative route can be agreed.

How is the payment transacted?

The credit card linked to your GT account will be debited through a secure server once your driver has marked the trip as completed.. For security reasons, cash is not accepted. You will automatically be emailed a receipt for your journey.

Repair or Cleaning Fees

You shall be responsible for the cost of repair for damage to, or necessary cleaning of, third party provider vehicles and property resulting from use of the Services under your Account in excess of normal 'wear and tear' damages and necessary cleaning ('Repair or Cleaning'). Cleaning costs also apply to animal soiling.

In the event that a third party provider reports to GT the need for Repair or Cleaning, and such Repair or Cleaning request is verified by GT in GT's reasonable discretion, GT reserves the right to facilitate payment for the reasonable cost of such repair or cleaning on behalf of the third party

provider using your payment method designated in your Account. Such amounts will be transferred by GT to the applicable third party provider and are non-refundable.

Tolls and surcharges

Additional charges may apply to your trip, including tolls, airport fees, state levies, taxes, or other fees. These charges are automatically added to your trip fare estimate and bill. Federal GST (10%) applies to all transactions. The Victorian Government's Commercial Passenger Vehicle Service Levy of \$1.00 per trip applies to all commercial passenger vehicle trips.

Trip receipt

You will automatically be sent a receipt by email at the end of a journey.

You will also be able to access your ride history through the app. Select the menu function in your app and open the history tab. This will list all completed and cancelled rides. Clicking on each individual ride will provide you with the trip details and receipt.

Rating your driver

At the end of each trip, the app will prompt you to rate your driver from 1 to 5 Stars. Drivers are also prompted to rate passengers.

The driver does not see the rating provided by any individual passenger, only the aggregate rating from their total trips.

Promotional Codes

When Promotional Codes are available, information about them will be provided by GT DRT.

General Information

Privacy

The privacy of all information collected by GT in order to provide our services is extremely important to us. To view our Privacy Policy, visit the GT website, <http://www.gettheredrt.com.au>.

Contact information

To contact GT, please email enquiries@gettheredrt.com.au (accessible via app or online).

Media enquiries

Email – enquiries@gettheredrt.com.au (accessible via app or online).

Access to information GT holds about you

For security purposes, if you contact us to request access to your personal information, you will need to provide us with enough information to enable us to verify your identity. Depending on the nature of the request, we may ask you to complete a form and in some cases, as permitted by law, we may charge you a service fee for providing this information. Where we charge a fee, this will be to cover costs such as postage or materials involved in providing you with access to your information. We will inform you of any relevant charges at the time of your request. We will generally provide you with access to your personal information that we hold about you, but sometimes that will not be possible, in which case, we will give you a written notice explaining why.

If you believe that any information we hold about you is inaccurate we ask that you contact us to let us know. You can contact enquiries@gettheredrt.com.au We will take reasonable steps to correct your information, but if we don't correct your personal information we will give you a written explanation as to why.

Complaints

If you wish to raise a complaint with GT, please email – enquiries@gettheredrt.com.au (accessible via app or online).

We will promptly acknowledge your complaint, investigate it and determine the steps we will undertake to resolve your complaint within a reasonable time. We will contact you if we require any further information and will provide you with our determination once it is made.

GT Policies

Unaccompanied riders between 12 and 18 years of age

You can only arrange transportation services for unaccompanied third party passengers if the passenger or passengers are between the ages of 12 and 18 (inclusive) and either you are their parent or guardian or you have written authority of such parent or guardian.

Cancellation and waiting time fee policy

A customer may be charged a fee:

- (a) If they cancel their trip more than 5 minutes after the request for transport has been accepted by the driver. (Cancellation fee)
- (b) If the driver cancels after waiting at least 5 minutes at the pickup location. (Cancellation fee)
- (c) If the driver is left waiting at the pickup for the customer to arrive at the pickup location for between 2-10 minutes. (Waiting time fee)

Whilst drivers retain the right to cancel an accepted request for Transportation Services via the Driver App, drivers cannot cancel an accepted request for Transportation Services via the Driver App prior to arriving at the pickup location.

Animals

Service animals are able to accompany their owner in a passenger vehicle, just as in a taxi.

Any other animals that travel in the vehicle must be appropriately enclosed in a container that can be considered as “carry-on luggage” and can easily fit within the rear of the vehicle or boot at the discretion of the driver.

The passenger/hirer will be responsible for any reasonable cleaning required as a result of the journey, including animal soiling by service animals. Cleaning costs will be deducted directly from the customer’s account and the passenger will be issued an appropriate receipt.

It is suggested that passengers transporting an animal supply a suitable waterproof under-sheet to reduce the chance of an animal soiling the vehicle and incurring potentially expensive cleaning costs.

Child restraints

If a child restraint, booster seat or harness is required, you must supply the same for the child or children, it must be compliant with all relevant laws, current standards and appropriate for the child’s size and weight.

The child’s parent or guardian is responsible for fitting of these items, and a maximum of two restraints may be fitted per vehicle.

Lost property

If you think you have left an item behind, please let us know by emailing details and a photo to enquiries@gettheredrt.com.au

We will help connect you with the driver or Transport Service Provider to check the vehicle, and, if your property is found, so that the two of you can arrange a mutually convenient time and place for a return.