



# STANDARD GTN PARTNER APPLICATION FORM

To become a Partner of the IRU Global Taxi Service Quality Network (GTN)

**I would like to apply to become a Partner of the IRU Global Taxi Service Quality Network (GTN).**

I understand and accept that (i) certification is a paid service which shall cover the administrative costs related to the certification procedure; (ii) its amount shall be paid as per the terms and discounts described in the IRU Global Taxi Service Quality Network (GTN) document; (iii) it should be paid within 60 (sixty) days from the invoice date and, (iv) in no case will such sum be refunded to me.

I also understand and accept that after being approved as a GTN Partner, I will pay the annual partnership fee as per the terms and discounts described in the IRU Global Taxi Service Quality Network (GTN) document, within 60 (sixty) days from the invoice date, and that in no case will such sum be refunded to me.

I also declare that:

- I am a Member of ..... (please fill in the name and contact details) Taxi Trade Association
- I am not a Member of any Taxi Trade Association

Official name or trade name of the applicant (*)	
Type of company (as per national legislation)	
Legal status	
Year of establishment	
Country of primary address (country of establishment)	
Street (*)	
City (*)	
Postcode (*)	
Country (*)	
Telephone (*)	
Fax	
General e-mail (*)	
Geographic area of smartphone application activities/coverage (*)	
Cities currently covered by the smartphone application (*)	

National authority responsible for issuing the licenses for taxis and for taxi drivers in the country of establishment	
Name and contact details of the main dispatch centre(s)/taxi company(-ies) used by the applicant in its country of establishment (up to 3). In case there is none, please justify the reason why.	
Primary contact for GTN purposes (name and title of the company manager who will be representing the company within the GTN)	
Primary contact's e-mail	
Primary contact's fixed telephone	
Primary contact's mobile	
Communications contact name	
Communications contact e-mail	
Communications contact fixed telephone	
Communications contact mobile	
Official logo (*)	
Website (*)	
Youtube	
Facebook	
Twitter	
Other social media	
Background (summary information on company's history and values)	
Affiliations (membership of national trade associations, including taxi trade associations)	
Related organisations and affiliations (parent companies or networks, including taxis, you are involved in)	
Executive staff (names and titles of CEOs)	

(\*) This data shall appear on the IRU public web-based List of Certified GTN Partners (CPL), together with the company's logo



I hereby confirm that the services we are offering through our smartphone application meet the following criteria:

### **Dispatching**

- Orders are directly sent to properly licensed taxi companies, according to the relevant local rules;
- and
- These orders are only dispatched by licensed taxi companies, through their own dispatch systems.

yes  no

### **Safety**

- Only properly licensed taxi vehicles are used to provide trips;
- and
- Only properly certified/authorised taxi drivers are used to provide trips.

yes  no

### **Service Quality**

- Service response times for application requests are equal to, or better than, comparable industry standards;
- and
- We have effective processes & procedures for assisting passengers:
    - a) To recover their lost property;

and

    - b) Resolving customer complaints.

yes  no

### **Fares & Payment**

- Passengers are given the possibility to only pay the required fares as displayed on the in-vehicle taximeter;
- and
- Passengers can use the application without having to supply their credit details.

yes  no

### **No Discrimination**

- Requests for services by passengers cannot be declined;



and

- Requests for accessible services are accepted equally, and on effectively the same terms, as other requests.

yes  no

### Responsibility

- Passengers are not required to indemnify the application provider for using the application whether for their own acts, omissions or negligence, or those of affiliated taxi drivers;

and

- Taxi drivers are not required to indemnify the application provider for using the application for anything other than the respective driver's own acts, omissions or negligence.

yes  no

### Accountability

- The privacy of passengers' trips and personal details are protected;

and

- Operational performance data and measures are available to the Government taxi regulators.

yes  no

### Lawfulness

- The application itself and the application provider comply with all legislative and regulatory requirements applicable to their operation.

yes  no

I hereby confirm that the above statements are true and correct.

yes

I hereby confirm that I have read, understood and agreed with the Global IRU Taxi Service Quality Network (GTN) principles, rules, provisions and values.

yes

I hereby confirm that I have read, understood and agreed with the provisions of the GTN's Service Quality Commitment Charter.

yes

I hereby confirm that I have read, understood and agreed with the provisions of the GTN Service Quality Conditions.

yes



I hereby confirm that by signing this document I am ready and willing to provide, upon request by the relevant GTN certification body, any additional documents and justifications, to certify the veracity of the above statements.

yes

I hereby confirm that by signing this document I am undertaking to abide by all above GTN provisions in all my relationships with other GTN Partners and my taxi service providers.

yes

Full name of the person having legal right to commit the company	
Date	
Signature	

\* \* \* \* \*