

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 of the 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

Country of primary address (country of establishment)

Year 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

Type of company (as per national 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 (*)

Twitter

Youtube

Facebook

Other social media

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

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)

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

DISPATCHING » Orders are only sent to properly licensed taxi companies or properly licensed taxi drivers and taxis, in compliance with the relevant jurisdiction's rules;	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
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 privacy of passengers' trips and personal details are protected; and » Operational performance data and measures are available to the Government taxi regulators.	YES	NO
I hereby confirm that the above statements are true and correct.	YES	NO
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	NO
I hereby confirm that I have read, understood and agreed with the provisions of the GTN's Service Quality Commitment Charter.	YES	NO
I hereby confirm that I have read, understood and agreed with the provisions of the GTN Service Quality Conditions.	YES	NO
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	NO
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	NO

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

Signature

Date