

UPTOP SERVICE QUALITY CONDITIONS

To become Partners of UpTop, candidate Partners shall 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;

SAFETY

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

SERVICE QUALITY

- » Service response times for application requests are equal to, or better than, comparable industry standards; AND
- » The application provider has effective processes & procedures for assisting passengers:
 - a) To recover their lost property; AND
 - b) Resolving customer complaints.

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.

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.

ACCOUNTABILITY

- » The privacy of passengers' trips and personal details are protected; AND
- » Operational performance data and measures are available to the Government taxi regulators.

LAWFULNESS

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