

7. USE OF RESTRAINT SYSTEMS FOR PASSENGERS AND WHEELCHAIRS

Users in wheelchairs shall, at all times, be restrained within the vehicle by a passenger restraint system that will be fitted by the driver. Their wheelchair will also be restrained by a restraint system.

If the passenger and wheelchair restraint systems in use by the Operator require the type of wheelchair or the amount of the User's upper body control to be known, the User shall inform the Operator of these facts at the time of booking. If the correct system is not available, the booking will not be accepted.

Users making use of the Dial-a-Ride vehicle's seats are to restrain themselves by use of the provided seat belts.

8. ASSISTANCE REQUIRED BY USERS

As a User's disability may not be obvious to the driver, the User shall request assistance when needed. Drivers shall be ready to provide such assistance where it can reasonably be provided. This provision shall not apply where there are overriding reasons (for example personal security or the safety of other Users) why such help should not be provided. Assistance shall not include lifting a User or assisting them further than the kerbside adjacent to the vehicle.

9. USER CONDUCT

- Users shall obey every lawful instruction of the driver.
- Any unruly behavior is strictly prohibited.
- The carrying of firearms on Dial-a-Ride vehicles is strictly forbidden.
- Users shall not smoke on the Dial-a-Ride vehicles.

10. RESPONSIBILITY

- The Operator will not under any circumstances be responsible for any loss and/or damage whatsoever suffered by the User, or negligence, including gross negligence.
- Every User is responsible for his/her own stability in his/her seat (vehicle seat or wheelchair).
- Every User in a wheelchair is responsible for ensuring that their wheelchair can adequately withstand the applied forces to the chair by the wheelchair restraint system.
- In terms of the payment of a fare, Users must examine their change upon receipt, as mistakes cannot be rectified later. In the event of the driver not having sufficient change to meet the difference between the cash tendered and the trip fare, the driver is not permitted to convey such User, it being illegal to charge more than the fare laid down by the Operating Licensing Board or National Transport Commission.

The above mentioned conditions of carriage may change as the service develops. Advance warning will, however, be given to Users of the service before any changes are implemented.

DIAL-A-RIDE

PUBLIC TRANSPORT SERVICE FOR PEOPLE WITH DISABILITIES

INFORMATION LEAFLET

Introduction

The Dial-a-Ride Service is a project funded by the City of Cape Town, the Provincial Administration of the Western Cape and the National Department of Transport. It is operated by iKapa Tours & Travel (Pty) Ltd.

What is Dial-a-Ride?

Dial-a-Ride is an accessible transport service for people for whom other forms of public transport are not suitable as a result of their special needs.

Who can use Dial-a-Ride?

Anyone who:

- Lives in the municipal area of the City of Cape Town; and
- Cannot use other forms of public transport because of a visual impairment or a physical disability

Where does the service operate?

Throughout the municipal area of the City of Cape Town.

When does the service operate?

Mondays to Fridays between 06h00 and 19h00. The service does not operate on Saturdays or Sundays.

How does one register to use Dial-a-Ride?

Complete an application form and send it to Dial-a-Ride, PO Box 102, Observatory, 7935. Your application will be assessed based on whether or not you are able to make use of other forms of public transport. Application forms for the service can be obtained from the following institutions:

- iKapa Tours & Travel
- A variety of Disabled People's Organisations (DPO's)
- Day hospitals
- Occupational Therapy Departments at major hospitals
- All-Pay Centres

What makes the service different from other forms of public transport?

The vehicles are adapted to accommodate passengers with visual impairments and physical disabilities, including passengers who make use of wheelchairs. The drivers can help passengers in and out of the vehicle by means of a lift or ramps, should they require assistance. If you need help at your destination you may bring a helper along. Your helper, however, is also required to pay the fare for the trip. Guide dogs will be permitted on the vehicles at no additional charge.

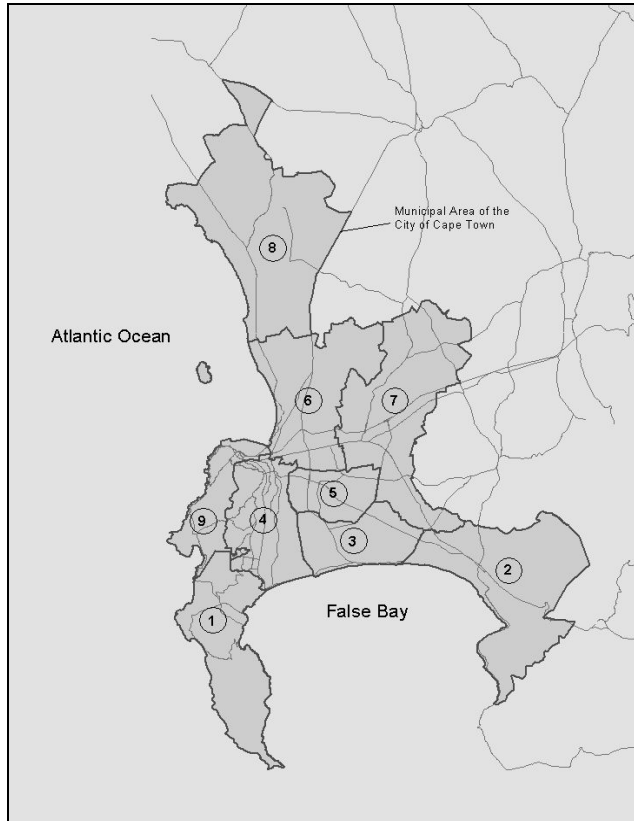
How does one book a ride?

Phone the Dial-a-Ride toll-free number 0800 600 895 and book your trip. Generally bookings shall be accepted on a first come, first served basis not more than seven working days in advance of the day of the trip and not less than one working day before the trip. However, if you need to travel regularly to and / or from work, a repeat booking can be made on a month-to-month basis for up to six months.

How much does it cost?

The municipal area of the City of Cape Town is divided into different zones as indicated on the zonal map. Each zone you travel through has a base fare of R 4.00. The travelling cost between the respective zones is as follows:

ORIGIN SERVICE AREA	9	R 8	R 16	R 12	R 8	R 12	R 8	R 12	R 12	R 4
	8	R 16	R 16	R 16	R 12	R 12	R 8	R 12	R 4	R 12
	7	R 16	R 8	R 8	R 12	R 8	R 8	R 4	R 12	R 12
	6	R 12	R 12	R 12	R 8	R 8	R 4	R 8	R 8	R 8
	5	R 12	R 12	R 8	R 8	R 4	R 8	R 8	R 12	R 12
	4	R 8	R 12	R 8	R 4	R 8	R 8	R 12	R 12	R 8
	3	R 12	R 8	R 4	R 8	R 8	R 12	R 8	R 16	R 12
	2	R 16	R 4	R 8	R 12	R 12	R 12	R 8	R 16	R 16
	1	R 4	R 16	R 12	R 8	R 12	R 12	R 16	R 16	R 8
		1	2	3	4	5	6	7	8	9
		DESTINATION SERVICE AREA								



SERVICE AREA AND ZONES

DIAL-A-RIDE CONDITIONS OF CARRIAGE

All services provided by the Operator as part of the Dial-a-Ride service are subject to the following Conditions of Carriage of which the User is deemed to be fully aware and which the User accepts as being binding.

1. THE DIAL-A-RIDE SERVICE

The Dial-a-Ride Service is provided throughout the entire municipal area of the City of Cape Town. The service makes accessible transport available to people living in this area for whom other forms of public transport are not suitable for their special needs.

The service shall generally operate between 06h00 and 19h00 on weekdays, ie Mondays to Fridays. No service is available on Saturdays or Sundays.

2. REGISTRATION PROCESS

All Users must be registered to use the Dial-a-Ride Service. The eligibility of each User to use the service will be at the discretion of the City of Cape Town according to a registration process (details of which are available for inspection at the offices of iKapa Tours & Travel).

The Operator has the right to refer any registered User for a personal assessment with a specialist at any time. All applicants re-applying for registration after an initial refusal will be referred to a specialist for a personal assessment.

3. BOOKINGS

Bookings must be made by telephoning the Dial-a-Ride toll-free number at 0800 600 895. Users must provide the toll-free operator with the exact collection and setting-down address. No guarantee is given that the booked service can be rendered as requested.

(a) Bookings for Travel during Peak Morning and Evening Periods

Priority will be given to persons wishing to use the service as transport to and from places of employment (other than those provided by the service agencies for people with disabilities) and whose trips may be coordinated with the trips of other Users, so as to make the best use of the service to the most Users.

Repeat bookings will be accepted on a month-to-month basis for up to a maximum of six continuous months. After six months, the User shall reapply for permission to book the service for a further six months on a month-to-month basis. This will be granted unless another person, whose name is on a waiting list and also intends to use the service as transport to and from their place of employment, has requested the space. A repeat booking is taken as any duplication of a service on a weekly basis.

A waiting list will be kept by the Operator on which details of persons requiring repeat bookings will be entered. The list will operate on a first come, first served basis.

(b) Bookings for Travel during Off-Peak Periods

Bookings will be accepted on a first come, first served basis not more than seven working days in advance of the day of the trip and not less than one working day before the trip. In order to improve the efficiency of the service to all users, it may be necessary for the Operator to reschedule a User's requested booking so as to coordinate the trip with another User. Should this be necessary, the Operator shall inform the User within a working day of taking the booking.

Trips to hospitals/clinics shall generally be made after the morning peak period and before the start of the evening peak period. The user shall inform the hospital/clinic in advance that they are travelling on the service and require to be ready to be collected at a fixed time.

4. FARES

All Users shall pay a fare, which will be displayed inside the Dial-a-Ride vehicles. The fare shall be based upon the minimum number of zones that can be travelled through between the collection and setting down points. The City of Cape Town has the right to increase this fare annually.

Assistants may accompany Users, but will be required to pay the same fare. Guide dogs will be permitted on the vehicles at no additional charge.

5. COLLECTION AND SETTING-DOWN OF USERS

Collection and setting-down will be kerb-to-kerb, ie to and from the nearest point on the road to the given address of collection or setting down, which shall be on asphalt roads or maintained gravel roads. The driver of the vehicle, based upon safety considerations, will determine the exact location of the point of stopping the vehicle. A driver will wait a maximum of five minutes after the booking time for Users if they are not present when the vehicle arrives.

Only the route as booked will be followed by the driver. No unauthorised stops will be made while on the route to a booked destination.

To improve the efficiency of the service, as well as the time keeping, Users may be requested to use a common collection and / or setting-down point.

6. USERS FAILING TO KEEP A BOOKING

If a User fails to keep a booking on more than two occasions within any one month period, no further bookings may be accepted for that User for a further three months, unless:

- the vehicle that arrived to make the collection is more than one hour late; or
- the User provides a doctor's certificate confirming a medical reason for their failing to keep a booking.