

Terms & Conditions

Cabcharge Community Card

As a card holder you must be aware of, and agree to the following terms and conditions relating to use of the Cabcharge Community Card:

- Each and every use of the Cabcharge Community Card will incur a \$10 fee, payable to Connect, by the client on a monthly basis. (charges are subject to change);
 - Each Cabcharge Community Card is capped at a maximum of \$30 per use. Connect clients must pay any further balance over \$30 that may be owing from the fare directly to the taxi driver at time of travel;
 - Tipping is strictly not permitted on the Cabcharge Community Card. Any gratuities a client chooses to give must be paid directly to the driver by the client from their own pocket;
 - Connect clients must agree to pay all charges, on account each month by EFT pending the change to cashless payments. This includes all shopping trips, outings and individual transport costs;
 - Cabcharge Community Card is issued for use outside of Connect working hours. The card cannot be used between 07.30am – 17.00pm, Monday to Friday;
 - Cabcharge Community Card must only be in the possession of, and used by the Connect Client and must not be given to others to use;
 - Clients may take their carer/s friends, family with them on any journey at no extra charge.
 - Cabcharge Community Card use is monitored by Connect and cards may be withdrawn at any time for misuse.
 - Cabcharge Community Card cannot be used outside of NSW;
 - Connect does not guarantee the reliability, quality or safety of taxi services;
 - Connect clients must acknowledge that taxi services do not provide a door to door service nor are taxi drivers required to assist with bags; personal mobility devices.
 - Loss or theft of the Cabcharge Community Card should be reported immediately to Connect, or, if the loss/theft occurs out of hours, clients are required to call Cabcharge directly on 1800 652 229 to report the card lost or stolen.
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