

Conditions of carriage on AT Ferry Services

These conditions apply to passengers travelling on ferry services provided by Operators appointed by Auckland Transport under a PTOM Partnering Contract (being AT Ferry Services as defined in paragraph 23 of these conditions). These conditions do not apply to any other passenger services in the Auckland region. The applicable terms for those services remain those that are published by the Operators of those services on [their websites](#) or on tickets issued for those services.

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1. If you travel with us, you are bound by these conditions

- 1.1. These Conditions of Carriage form the basis of our contract with you if you travel with us, or you are on one of our vessels used to provide an AT Ferry Service (each a **Vessel**) or on any of our premises that form part of the AT public transport network.
- 1.2. You agree to, and are bound by, these conditions, and terms specified on the AT website when you choose to travel on the AT public transport network by boarding a Vessel, or if you are on one of our Vessels or any premises used as part of the AT public transport network, for any other purpose.
- 1.3. These conditions may change from time to time. Go to: Conditions of carriage (at.govt.nz).
- 1.4. Our staff are required to ensure that these conditions are adhered to and where relevant may exercise discretion in ensuring that these conditions are complied with on our behalf and have the right to ask You to leave the premises or vessel when not adhered.
- 1.5. we take our obligations under relevant consumer laws seriously and strive to meet the guarantees applicable to our services under the Consumer Guarantees Act 1993. These guarantees are that the transport service you receive will be carried out with reasonable care and skill and will be reasonably fit for its purpose. Subject to paragraph 1.6, nothing in these conditions affects any of our obligations or your rights under the Consumer Guarantees Act 1993.
- 1.6. If you are using our services for business purposes, you agree that the provisions of the Consumer Guarantees Act 1993 do not apply.
- 1.7. Various terms are defined in paragraph 23 of this document.

2. Passenger contract with Auckland Transport

- 2.1 You and AT acknowledge and agree that the contract that you make for carriage on the passenger carrying services in consideration of the payment of the applicable fare is a contract with AT.

3. We do our best to operate according to our timetables

- 3.1 Our timetables (Timetables (at.govt.nz)) show scheduled arrival and departure times. The timetables change from time to time. You should always refer to the latest timetables when planning your Journey. We always try to run reliable and punctual services according to these timetables. However, departure and arrival times may vary due to many factors out of AT's or the operator's control and are not guaranteed.
- 3.2 The scheduled arrival or departure times of services are shown at the wharfs across the network via our real time information (RTI) message boards. While we do our best to provide accurate information about our services, departure and arrival times shown on RTI signs are not guaranteed.
- 3.3 Sometimes our services may be disrupted and not run according to our published timetables. These are "unplanned service disruptions". The cause of these unplanned service disruptions may be within or outside our control. Examples of causes outside of our control include: adverse weather conditions; tides; accidents; mechanical, electrical or communications failures; safety concerns; power failures; fuel shortages; disasters; emergencies and industrial action.
- 3.4 If there is an unplanned service disruption, we will do our best to:
 - tell you why;

- keep you informed about service changes during your Journey; via RTI signs and other communication channels.
- 3.5 Some service disruptions are planned or are known in advance, for example disruptions to accommodate maintenance work, diversions, and trials. These are “planned service disruptions”. we will provide you with information on planned service disruptions at (Service announcements (at.govt.nz)), AT mobile app and via other media channels, such as posters on affected wharfs.
 - 3.6 If service disruptions occur, we may use a different Vessel, change timetables or routes, provide road replacement services or stop or cancel services. If the service disruption is unplanned then we may be required to make such changes without giving you or other customers advance notice.
 - 3.7 Where the causes of any service disruptions are within our control, we will try to remedy the service disruption within a reasonable time, including by trying to provide replacement services. we will try to ensure that any replacement services we provide depart from, and stop as close to, the scheduled stops as is lawful and safe, and run as close as reasonably practicable to the scheduled times, However, you should be aware that we may not always achieve this. In addition, replacement services may be provided using a different type of Vessel or a Vessel with different passenger, or luggage capacity, or a road replacement service.
 - 3.8 We regret to inform you that in the event of service cancellation, we will not be able to reimburse You for any costs incurred due to the use of alternative transport. we kindly request that You keep this in mind and make alternative arrangements accordingly.
 - 3.9 You have rights of redress under the Consumer Guarantees Act 1993 if we have not met the guarantees applicable to our services under the Consumer Guarantees Act 1993, which are:
 - that the transport service you receive will be carried out with reasonable care and skill; and
 - that the transport service will be reasonably fit for its purpose.

4. Vessel capacity and health and safety

- 4.1 We try to provide appropriate Vessel capacity on our services, but there may be occasions when a Vessel reaches its legal passenger capacity limit, or a limit required under Maritime NZ minimum safe crewing documentation, the Operator’s Maritime Operator Safety System or public health direction. If a Vessel is full, you may be refused entry to board it.
- 4.2 We may refuse to allow you to board or require you to leave our Vessel at time for health and safety reasons.
- 4.3 In some instances, AT may be required under public health direction to advise passengers on other public health measures that are recommended or required under an order from the Director General of Health.

5. Getting on and off Vessels

- 5.1 You must ensure that you are clearly visible to the crew at the boarding point.
- 5.2 If there are passengers waiting to get off/disembark the vessel, you must let these passengers get off/disembark before you get on/board the Vessel.
- 5.3 You must not stand on the “no standing area” while the vessel is moving. Standing is not permitted in the stairs leading to the upper deck.
- 5.4 You must wait for crew to secure the vessel alongside and safely deploy gangway before attempting to board/disembark vessel.
- 5.5 Follow all crew instructions and signage when boarding/disembarking.

6. Paying Your Fare using an AT HOP Card, Contactless or purchasing a Paper Ticket

- 6.1 Where available, AT HOP Card and Contactless are the current preferred methods of fare payment for travel on all AT public transport services. Paper tickets can be purchased for ferry travel at counters or kiosks where available.
- 6.2 Upon request of AT staff, ferry crew or Transport Officers, you must present your AT HOP Card, Contactless payment method or paper ticket as proof of entitlement to travel on each AT Ferry Service you board.
- 6.3 These conditions apply to any AT Ferry Service and any person on any AT Ferry Service even if that person does not hold a valid ticket for travel on that AT Ferry Service and/or is unable to demonstrate that a valid ticket for travel on that AT Ferry Service has been purchased via AT HOP Card, Contactless or other method.
- 6.4 If payment via AT HOP Card or Contactless is available on an AT Ferry Service, you must ensure that your AT HOP Card or Contactless payment method has sufficient balance to cover your fare for your travel on each AT Ferry Service you board.
- 6.5 Off-peak hours are between 9 am and 3 pm and after 6:30 pm on weekdays; and all day on weekends and public holidays. These are also the hours for free travel on Super-Gold Cards on designated services. All Vessel Trips on early morning services before 7am are Off-peak.
- 6.6 When you have to change Vessels, you may start, or break and resume, a journey at any station or Vessel stop; It is mandatory that you tag on and tag off every time you board or alight from a Vessel.
- 6.7 When using stored value on an AT HOP Card or Contactless, if you do not tag off at the end of your Trip a “Default fare” will be applied to your AT HOP Card or Contactless payment method.
- 6.8 When paying a fare via Contactless (where available on an AT Ferry Service), if you tag on with one Contactless payment method and tag off with a different Contactless payment method at the end of your Trip, two “Default fares” will be applied to your Contactless payment method.
- 6.9 In addition to these Conditions, use of AT HOP Cards and Contactless are subject to the Public Transport Payments Terms of Use.

7. Concessions and discounts

- 7.1 We have a range of discounted or free fares, and travel concessions. Concessions and discounts are available for the following people on AT public transport services, subject to detailed eligibility rules set out at: (Card concessions & discount fares (at.govt.nz)) You will need to carry your relevant ID to show on request.

8. A safe and comfortable Journey

- 8.1 So everyone can travel comfortably and safely, you are encouraged to:
 - Be courteous to fellow passengers.
 - Sit down if a seat is available.
 - Offer your seat to someone who needs it more than you, for example, older people, pregnant women, or people with a disability or who have mobility difficulties.
 - Not place bags or other items on seats at times when seating is limited, particularly at
 - peak.
 - Only play music/podcast or listen to radio using headphones, and at a headphone

- volume that does not disturb other passengers.
 - Take your rubbish and belongings with you when you leave the Vessel.
- 8.2 You must obey all notices and co-operate with and follow all instructions from our crew.
- 8.3 If there are no seats available or you choose to stand, you must hold onto a fixed object such as a pole. Not back of the seat -unless a handle on the seat is present.

You may not stand:

- Where you might obstruct others from entering or exiting the Vessel
 - On the or staircase leading to the upper deck
 - In any area marked as a “no standing” area.
 - If instructed by the ferry crew that it is unsafe to stand.
- 8.4 If You are sitting in an accessibility seating area, dedicated for a wheelchair or pram storage; You must vacate the seat if the space or area is needed for a wheelchair, pram or people with accessibility needs, as these areas are specifically designed for these purposes. This area cannot be used to stow scooters, skateboards, and similar devices. These areas are dedicated for a wheelchair or pram.
- 8.5 You must not carry onto our Vessels or pack in any luggage any dangerous articles, including but not limited to weapons, compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, and infectious substances.
- 8.6 The following activities or behaviours are not allowed on AT Vessels:
- Distracting or obstructing the crew.
 - Interfering with any equipment on the Vessel
 - Using emergency equipment or emergency exits, except in an emergency.
 - Putting feet or footwear on Vessel seats
 - Diving from or entering the water from the vessel at any time
 - Using offensive language or any other threatening behaviour to the crew or fellow passengers
 - Smoking or using e-cigarettes (or other similar “vaping” devices) Smokefree Environments and Regulated Products Act 1990 No 108 (as at 01 January 2023), Public Act 9 Smoking and vaping restricted in passenger service vehicles – New Zealand Legislation
 - Sniffing glue or other solvents
 - Taking drugs.
 - Writing on or otherwise vandalising seats or any interior or exterior parts of our vessels
 - Carrying any weapon or any noxious or illegal substance
 - Damaging, soiling, littering, or misusing any part of the Vessel
 - Throwing anything in or from the Vessel
 - Doing anything illegal
 - Distributing anything, offering anything for sale or collecting for charity
 - Doing anything which endangers or causes discomfort or offence to any other person.
 - is failing to follow any safety or operational instructions issued by staff and crew; or for any other reason where the safety or security of staff, crew or customers may be at risk.
 - If you have committed misconduct on any previous service and we are not satisfied that your misconduct will not reoccur, we may refuse to carry you, and you may be issued a Notice of Refusal to Carry or a Trespass notice.
 - Intoxicated passengers may be refused travel.
 - Do not flush anything but the provided toilet paper down the board toilets.

- Drinking Alcohol that has not been purchased on the vessel.
- 8.7 You may not get on any of our Vessels wearing (or wear while travelling) any motorcycle helmet, ski mask or any type of headgear which conceals your face unless you are wearing the headgear for religious, medical, or public health reasons.
- 8.8 If another passenger is not complying with these conditions, please tell one of our Crew and we will advise the passenger what they need to do to comply or take other appropriate action.
- 8.9 If you notice any suspicious activity or unattended luggage, please tell our Crew as soon as possible.
- 8.10 You may drink on our Vessels if drinks are in a container with a lid (to prevent spillage) and are non-alcoholic.

9. Using a wheelchair or Mobility Aid on our Vessels

- 9.1 We are committed to making public transport an easy and convenient experience for people with disabilities.
- 9.2 Wheelchairs or Mobility Aids are accepted on a first-come, first-served basis as capacity allows.
- 9.3 If you use a wheelchair or Mobility Aid while travelling with us, you must comply with the requirements identified in the Accessibility Guide, including:
- Once your wheelchair or Mobility Aid is in the wheelchair area on our Vessels, the brakes must be applied, and the power (if applicable) must be switched off.
- 9.4 Most AT operating vessel are wheelchair accessible. However, dimension and weight conditions apply, and wheelchair users who can't board vessels without help must have their own Carer who can assist them with boarding. Some Mobility Aids may not allowed on AT vessels due to their size, weight, manoeuvrability.
- Maximum dimensions: 700mm wide x 900mm long
 - weight limit: 300kg total weight including the user.
- 9.5 Powered mobility scooters are currently not allowed on any of AT vessels.

10. Travelling with Active mode and similar equipment

- 10.1 Skateboards manual/electric are allowed on vessel if stored safely or held between a passenger's legs when seated, only if the size of the equipment does not cause an obstruction or discomfort to others. Electric skateboards must be stored under direction of the crew and be turned off whilst onboard.
- 10.2 Foldable e scooters are allowed on vessels only if stowed outside the cabin (deck) or in a designated bike area or under the direction of the vessel crew. They need to be turned off and folded before boarding the vessel and are to remain folded and turned off until they disembark the vessel.
- 10.3 E-scooters / bikes / skateboards are NOT to be charged at any time whilst on board. Bikes & public transport (at.govt.nz)
- 10.4 Transport of bicycles, e-bikes non collapsible E-scooters is subject to availability of space.
- All bicycles must be safely stowed in the dedicated areas of the vessel, usually on the outdoor lower deck, bicycle racks where available or other available space after all passengers have boarded.
- 10.5 We are not liable for loss or damage to your equipment whilst You are travelling with us.
- 10.6 E-Bike and E-Scooter batteries must be secured inside a housing and not be exposed to prevent accidental crushing or puncture of the battery.
- 10.7 E-Bikes and E-Scooters must belong to the passenger (no commercially operated bikes or scooters may be carried)

10.8E-Bikes and E-Scooters are carried at the discretion of the Master, vessel crew and subject to vessel capability.

11. Travelling with luggage

11.1 We try to accommodate passengers travelling with luggage, but this is at our discretion and at your risk. You must follow all instructions given by our crew in relation to items brought onto a Vessel.

11.2 Luggage must not block any emergency exits or other passengers' access on or off the Vessel or movement inside the Vessel.

11.3 Crew may refuse to carry any item if the available space for luggage is already full, or which they believe to be:

- Excessively large
- Hazardous or otherwise likely to cause injury to anyone or damage to any property.
- Due to its nature or condition, likely to cause offence or discomfort to another passenger.
- Not meeting biosecurity requirements

11.4 We do not carry unaccompanied luggage.

11.5 We are not liable for loss or damage to your luggage or any other property that you wish to travel with.

12. Travelling with children

12.1 Children under 5 years old must be accompanied by a passenger who is at least 16 years old.

12.2 Our Vessels have different capacities for carrying prams (including buggies and strollers). Check the AT guidelines to confirm the capacity for prams on the Vessels that you will be using on your Journey. If you want to bring a pram on one of our Vessels, you must comply with those guidelines. The guidelines are available at: [Luggage on public transport \(at.govt.nz\)](http://Luggage on public transport (at.govt.nz))

13. Travelling with animals

13.1 You may travel on our Vessels with your certified disability assist dog in accordance with the Dog Control Act 1996.

13.2 You must comply with our Crew's reasonable instructions regarding your disability assist dog (as defined in the Dog Control Act 1996). Disability assist dogs must travel on the floor of the Vessel and not on your lap or on a seat.

13.3 Domestic pets are allowed to travel on our Vessels if they are enclosed in a suitable pet carrier. The pet carrier must be stored securely in the available space for luggage or on the passenger's lap. (Taking animals on public transport (at.govt.nz))

13.4 Passengers travelling with domestic pets are responsible for their and other passengers' safety and must keep them under control while they are on our premises or getting on or off or travelling on our Vessels. Crew may request that your dog be muzzled.

13.5 You may be refused entry to board the Vessel or asked to leave the Vessel with your domestic pet if the Vessel is crowded; or, if in our opinion, the animal is causing or likely to cause a safety risk or nuisance to other customers.

13.6 Dogs to always remain on-lease unless caged. Owner is not to leave their dog unattended at any time. Dogs are not to be tied to a rail or other vessel fixture. Unless the dog is an official disability or service dog, is caged, or wearing an approved muzzle, then dogs must only travel on the outer deck areas.

14. Travelling in large groups

- 14.1 We encourage larger groups to travel during Off-peak periods. This is to minimise the possibility that we may not be able to accommodate your group and may refuse entry to some or all of your group on the service that you wish to use.
- 14.2 Large school groups (10 or more students) must be supervised by responsible adults.

15. Sale of Liquor

- 15.1 Most of our vessels are licensed to sell alcoholic beverages and must always comply with the Sale and Supply of Liquor Act 2012.
- 15.2 All customers accept that the sale of alcohol will only be sold in compliance with the Sale and Supply of Liquor Act 2012 and conditions of the licence.
- 15.3 Alcohol will not be sold to intoxicated people, minors or anyone who does not have valid ID identifying them as 18 years or over. The bar manager on board the vessel reserves the right to stop the purchase and service of alcoholic beverages.
- 15.4 Only alcohol purchased on-board may be consumed on the vessel. Customers violating this condition will be required to surrender their alcohol.
- 15.5 Alcohol purchased on board must be surrendered before disembarkation and cannot be taken out of the vessel when disembarking.

16. Ill health or accident while travelling with us

- 16.1 Tell our crew members immediately if you become unwell or injure yourself getting on or off or travelling on our Vessels. You may also tell us through our website or by email, letter, or telephone. Go to: Contact us (at.govt.nz)

17. Lost property

- 17.1 Let us know if you lose any property while travelling with us. What we do with property found on our Vessels and how you can get it back (if it is found), is set out on: Lost property (at.govt.nz)
- 17.2 *We cannot accept any responsibility or liability for anything left on any of our Vessels in any circumstances.*
- 17.3 We regret to inform you that we only hold lost items found in our Vessel for a maximum of 60 days. After this period, any unclaimed items will be donated to local charities or discarded.

18. Security and privacy

- 18.1 We strive to ensure you feel safe using the public transport network. Camera surveillance operates on some of our premises and Vessels to enable us to deter and follow up issues such as theft, assault, vandalism and other undesirable or unacceptable behaviour. AT uses CCTV for other purposes. Refer to AT CCTV policy for more information: CCTV policy (at.govt.nz)
- 18.2 Enquiries relating to camera surveillance images or information should be addressed to AT Contact us (at.govt.nz).
- 18.3 We may collect your personal information (including from camera surveillance and from your tickets, including AT HOP Cards) for a number of purposes in connection with the provision of public transport services.
- 18.4 Our Privacy Policy Customer Privacy Policy (at.govt.nz) and Camera Surveillance Policy provide further details and can be found at: CCTV policy (at.govt.nz)

19. Filming and photography on Vessels

19.1 If you wish to film or photograph while on any of our Vessels or premises other than for personal use, you must seek prior written permission from us by Contact us (at.govt.nz)

19.2 We discourage filming or photographing for personal use whilst on any of our Vessels or premises where the footage collected includes passengers and/or public transport crew where their consent to be filmed or photographed has not been given.

20. Failure to comply with these conditions

20.1 If you do not comply with these conditions, Conditions of carriage (at.govt.nz) . we may cancel your Ticket and require you to get off our Vessel or leave our premises. If this happens, you will not be entitled to a refund.

20.2 In addition to anything else in these conditions, we may not let you board a Vessel or we may require that you get off a Vessel or leave our premises (as applicable), if we believe that:

- You are doing or have done anything that is not allowed under these conditions
- It is necessary for reasons of security or safety (yours or others)
- It is necessary due to your failure to observe our instructions
- It is necessary to prevent an illegal act
- Your conduct, age, physical state (including intoxication, impairment by drugs and level of hygiene) or the nature or condition of your luggage, may: require special assistance that our crew are not able to provide
- Cause inconvenience to, discomfort to or objection from other passengers
- Create a hazard or risk to you, other people, or property.
- You do not have a valid Ticket for your Journey, or you have evaded or are attempting to evade a fare
- You have previously evaded a fare or been involved with vandalising our Vessels, premises, or equipment
- Your conduct is inappropriate, or you are abusive towards our crew or other passengers or cause them any discomfort or offence.

20.3 You must get off a Vessel or leave our premises (and take your luggage with you) when our crew ask you to.

20.4 If you have caused any damage or loss to our Vessels or premises, or caused injury to any person, we may seek redress through appropriate legal channels.

21. Providing feedback

21.1 We welcome suggestions and complaints as they help us to improve our services and to put things right when they have gone wrong. If you have any queries, suggestions or complaints, you can contact us through our website or other media channels, or by email, letter or telephone Contact us (at.govt.nz)

21.2 In regard to any complaint you make about our services or other communication with us that requires investigation and/or resolution:

- your personal information may be passed on to a third party, if we deem it necessary to do so, for the purpose of resolving the issues you raise.
- If you do not want your personal information to be passed on to a third party, you must specifically state this at the time of providing the information to us.

22. Our liability for loss or damage

22.1 Under the Contract and Commercial Law Act 2017, we may be liable for loss or damage to your property that you travel with on our services that results from intentional conduct or the gross negligence of our staff or employees.

22.2 We are not liable to you:

- For any losses, damage, costs, distress, or inconvenience suffered by you or any other person, or loss or damage to any property.
- For any losses, damages, costs, distress, or inconvenience if we:
 - refuse to allow you to travel.
 - refuse to allow you to travel with any luggage or other item.
 - if our services depart early, arrive late, are cancelled, or miss stops or
- terminate early.
- For indirect or consequential loss not directly caused by a service disruption, e.g., if we cancel an Airport Express service and you miss your flight, then the cost of that flight is not a direct loss and will not be repaid by us.
- For any losses, damages, costs, distress, or inconvenience as a result of a Service Disruption.

23. Definitions

When used in these conditions the following terms have the meaning beside them:

“Accessible Concession” is a concession available to people who are blind or disabled and who have valid ID (Total Mobility Card or Foundation of the Blind ID);

“AT” means Auckland Transport;

“AT Ferry Service” means a ferry service provided by an Operator appointed by AT under a PTOM Partnering Contract;

“Carer” is someone travelling with a person with a disability who needs to travel with that person to facilitate their travel;

“Community Connect Concession” is a national concession available to people who are in the possession of a valid Community Services Card (CS Card);

“Contactless” means a payment method including:

- a debit card or credit card issued by your bank or financial institution including physical Visa, Mastercard, American Express and UnionPay credit or debit cards on which contactless payment is enabled. (Please note, Buy Now, Pay Later company, pre-paid gift cards and reloadable debit cards are not accepted by the AT Ticketing System); and
- digital wallets linked to your credit or debit card via a Smart Device (including smart phones, watches and other wearable devices) supported by Apple Pay, Google Pay and Samsung Pay. (Please note, Samsung Pay is enabled outside of New Zealand and is available only if you have a Samsung Pay account in a different country);

“Crew” are ferry crew members (Onboard service, deckhands and skippers);

“AT HOP Card” is a contactless Smartcard that can be used for payment for travel on AT public transport services in the Auckland region;

“Journey” refers to travel between an origin and a destination which may involve one Trip, or multiple linked Trips on more than one Vessel and may include a Ride;

“Journey-based fare” refers to the AT HOP Card fares charged based on the number of zones between the first and last points at which a passenger tag on and off;

“Mobility Aid” refers to any mobility scooter or other personal mobility device in which a passenger remains seated and is self-propelled or electronically powered;

“Missing Tag-Off Charge” is applied when you fail to tag off your previous Trip. The next time you tag on, you will receive a missing tag off charge. This covers the cash fare to the end of the line;

“Off-peak” periods are between 9 am and 3 pm and after 6:30 pm on weekdays and all day on weekends and public holidays. All Trips on early morning services before 7am are Offpeak;

“Operator” refers to an Operator appointed by us to provide public transport services under a PTOM Partnering Contract;

“PTOM Partnering Contract” refers to a contract between Auckland Transport and an Operator of services entered into in accordance with the Public Transport Operating Model and the Land Transport Management Act 2003;

“Road Replacement Services”- an alternate road transportation service provided in the event of cancelled ferry service;

“Staff” means operator, AT or any other AT contracted staff;

“Stored value card” is a Smartcard, allowing a user to load funds in the form of stored values or travel passes onto the card to use the public transport system, usually by tagging on and tagging off each Vessel or platform;

“Stored value” means a monetary value that is loaded directly onto a valid Stored value card. One or more units of the value stored on the card may be consumed at the time the card is used based on the fare calculation rules. Any residual values may remain on the card until they are consumed from time to time;

“Super Gold Card” is a discounts and concessions card for seniors and veterans issued by the Ministry for Social Development;

“Transfer” means a change of Vessel to connect two consecutive Trips during a Journey. The definition of Transfer in this document excludes Transfers between public transport services and other modes of travel, such as walking, cycling, wheel-chair access or driving;

“Trip” refers to travel on one Vessel between two locations and may include a Ride;

“Vessel” is a reference to a AT public transport ferry;

“we”, “us”, “our” means Auckland Transport, or an Operator including employees or contractors of either Auckland Transport or an Operator;

“you” or “your” means any passenger using a Vessel or a passenger who is on premises that form part of the AT public transport network;