FORM - A

REF

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Office Use only

Block 211 Hougang Street 21 #01-309 Level 2 Singapore 530211 Tel: 628-18-118 Fax: 62822182
Website: www.caringfleet.com E-mail: enquiry@caringfleet.com

APPLICATION FORM
REGISTRATION OF SERVICE ACCOUNT (INDIVIDUAL)

Please complete all sections of this application form and submit it to:

CARING FLEET SERVICES LTD
Blk 211 Hougang Street 21 Unit 01-309 Singapore 530211

Pre-Requisites:
Application is open to the physically challenged who have difficulties taking public transport.

Please fill in the form, mark [√] where appropriate

NRIC / PASSPORT / FIN NO.

|__| – |__|__|__|__|__|__|__| / |__|

DATE OF BIRTH (ddmmyyyy)

d	d	m	m	y	y	y	y

Pls attach a clear photocopy of the NRIC (front & back)

NATIONALITY

[ ] SINGAPOREAN [ ] PERMANENT RESIDENT [ ] OTHERS _____

FULL NAME IN BLOCK LETTERS AS IN NRIC / PASSPORT

|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|
|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|

ADDRESS AS IN NRIC

|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|
|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|

Postal Code |__|__|__|__|__|__|

GENDER
[ ] Male [ ] Female

RACE
[ ] Chinese [ ] Malay [ ] Indian [ ] Others, specify _____

HOME TELEPHONE NO
|__|__|__|__|__|__|__|__|

HANDPHONE NO
|__|__|__|__|__|__|__|__|

OFFICE TELEPHONE NO
|__|__|__|__|__|__|__|__|

E-MAIL ADDRESS : _____

EMERGENCY CONTACT

In the event of any emergency situation, please contact:

Name / Relationship with applicant : _____
Telephone / Mobile No. : _____

Applicant's NRIC/Passport/FIN No:

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OCCUPATION STATUS

[ ] Employed [ ] Self-employed

[ ] Student [ ] _____

LANGUAGE SPOKEN

[ ] English [ ] Chinese

[ ] Malay [ ] Tamil

[ ] Others _____

STAIR-ASSIST SERVICE

(for wheelchair user who do not reside on lift-landing level)

[ ] Yes, I require a stair-climber

[ ] No, I do not require stair-climber.

ESCORT REQUIRED

[ ] Yes, I am dependant on escort service.

[ ] No, I can travel independently.

CAREGIVER/COMPANION

[ ] Yes, I travel with a caregiver/companion.

[ ] No, I do not travel with a caregiver/companion.

NATURE OF DISABILITY [ ] Permanent [ ] Temporary

_____

_____

Please attach supporting document and/or referral letter.

Are there any other effects of your disability of which we need to be aware? [ ] Yes [ ] No

If Yes, pls elaborate:

_____

_____

TYPE OF MOBILITY AID USED (pls tick)

[ ] Motorised Wheelchair

[ ] Standard Wheelchair, incapable of transfer to bus seat

[ ] Standard Wheelchair, capable of transfer to bus seat

[ ] Scooter Wheelchair

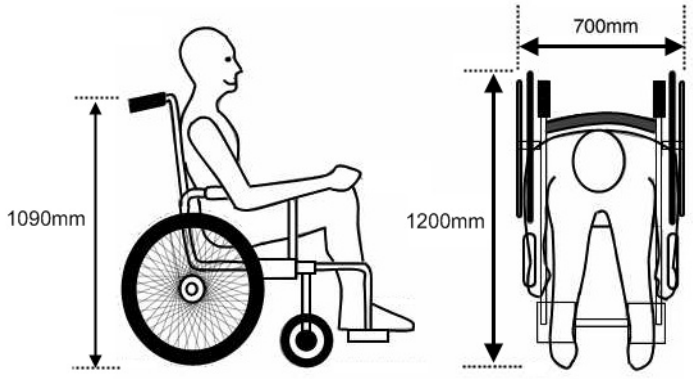
[ ] Buggy

[ ] Crutches / Calipers / Walking Stick

[ ] Rollator / Walking Frame

[ ] Others (please specify): _____

WHEELCHAIR DETAILS (if applicable)



Wheelchair must be compatible with ISO7193 standard
1200mm (L) x 700mm (W) x 1090mm (H)

[ ] My wheelchair **does not exceed** the above size and **weighs less than 300kg** including the wheelchair-occupant.

[ ] My wheelchair **exceeds** the above size. (Please furnish details of its dimensions in the Table 1.1 – see right)

To be completed if the size of your wheelchair **exceeds** 1200mm (L) x 700mm (W) x 1090mm (H)

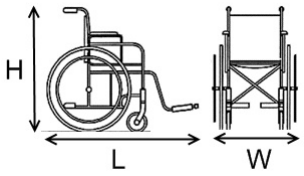


Table 1.1 - Details of my wheelchair as follows:

Length (L)	:	mm
Width (W)	:	mm
Height (H)	:	mm
Weight	:	kg

Please Note:

- Your wheelchair or other mobility device must be able to fit onto our bus / wheelchair-lift.
- To ensure a safe ride, the structure of your wheelchair must be able to facilitate the locking of the restraint system. You must also be equipped with your own lap/postural belt.

OTHER DEVICES (e.g medical devices)

Please provide details of the device. Attach photos if necessary.

_____

_____

Applicant's NRIC/Passport/FIN No:

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TERMS AND CONDITIONS

I understand that Caring Fleet Services Ltd's responsibilities under this Agreement are conditional upon the fulfillment of my responsibilities as specified in "**Annex 1 - Rules, Policies and Passenger's Responsibilities**".

I agree to provide Caring Fleet Services Ltd and its sub-contractors full co-operation for performance of services.

WAIVER AND INDEMNITY

I agree to indemnify Caring Fleet Services Ltd against any and all claims, demands, damages, costs, actions or causes of action on account of or arising from any of the foregoing matters, including such action that may be taken by a third party subsequent to any accident or incident in which personal injury, death, loss or damage has occurred.

DECLARATION

I hereby declare that all information given by me is correct. I also confirm having read and agree to abide by all the Terms and Conditions stated above and any amendment thereto at all times.

In the event of any emergency, I do hereby authorise Caring Fleet Services Ltd to arrange such medical attention for me/my child/ward as may be reasonable and available in the circumstances and I undertake to pay all medical and hospital fees and incidental charges in respect of medical attention given to me/my child/ward and to reimburse Caring Fleet Services Limited for any such fees and charges and all incidental costs and expenses which may have been paid.

I understand that Caring Fleet Services Ltd reserves the right to reject my application, and that the reason(s) for which the application is rejected need not be disclosed.

Applicant's Signature/Thumbprint : _____ Date: | d | d | m | m | y | y | y | y |

And/or

Parent's / Guardian's Signature/Thumbprint (if applicable) : _____

This registration form cannot be processed unless it is signed.

FOR OFFICIAL USE ONLY

Application Received on: | d | d | m | m | y | y | y | y |

[ ] By Hand [ ] Mail [ ] E-mail [ ] Others: _____

Referring Agency /Officer/Contact:

_____

Checklist for submission of necessary documents (tick where applicable)
[ ] Clear Photocopy of NRIC / Passport (front/back)
[ ] Others. Pls specify: _____

Other Remark:

VERIFIED BY: _____ (Sign)

NAME:

DATE:

AUTHORISED BY: _____ (Sign)

NAME:

DATE:

APPLICATION:

APPROVED / REJECTED

Applicant's NRIC/Passport/FIN No: | | - | | | | | | | | - | |

Rules, Policies and Passenger's Responsibilities

Below are the Rules, Policies and Passenger's Responsibilities aimed to ensure safety and comfort for all passengers and drivers.
We reserve the right not to provide service to any passengers who do not abide by the following.

Common Rules of Courtesy

- Keep the vehicle clean. No littering, eating, drinking or smoking on board the vehicle.
- Do not bring anything that will stain the vehicle.
- No audio players or other sound-generating equipment may be played aloud aboard the vehicle.
- Avoid distracting the driver or annoying other passengers with inappropriate behaviour. For safety reasons, please limit unnecessary conversation with the drivers when the vehicle is in motion.
- Do not bring animals or strong-smelling items.

Conduct

- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another passenger, or the driver/operator

Hygiene Standards

- Observe good personal hygiene so as to ensure a pleasant ride for all passengers.
- All passengers who are unwell must bring their own surgical mask and wear it before boarding the vehicle.
- No discharge of bodily fluids or open wounds.

Safety

- Do not board the vehicle if the number of passengers / wheelchairs has already reached its maximum capacity on vehicle. Boarding strictly at the driver's discretion.
- Use the door as specified by the driver to board or alight, and never board or alight without the driver's consent.
- When you are aboard, please follow the driver's instruction for sitting arrangement, and remember to fasten your safety belt.
- Please refrain from chatting with the driver to avoid distraction when he/she is driving.
- No operating or tampering with any equipment while onboard.
- Non-wheelchair users - Unless in emergency, do not leave your seat before the driver informs you to do so.
- Passengers-in-wheelchair (PIWs) - Unless in emergency, all passengers-in-wheelchair (PIWs) should not unfasten any safety devices (e.g occupant restraint belts, wheelchair lock/ restrainers) by yourself.
- Do not operate the wheelchair lift at all times.
- Do not request the driver to carry or lift the passengers. Drivers are not allowed to physically carry or assist passengers on unsafe, steeply inclined mobility ramps or stairs.

Use of Seatbelts & Securing Wheelchairs

- All passengers must wear lap/shoulder belts installed in the vehicle. Wheelchair users may use their own lap and shoulder belts. Refusal to be properly secured prior to transportation could result in loss of service.
- If you travel in a wheelchair, your wheelchair must be secured to our vehicle via a wheelchair restraint system, wheelchair lock, or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

Mobility Devices & Wheelchairs

- Passengers may use mobility devices such as walking sticks, walkers, wheelchairs etc – when using our services. If you are able to transfer to a seat, the driver will assist you with proper and safe stowage of your mobility device(s), including a wheelchair.

Applicant's NRIC/Passport/FIN No:

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- All wheelchair accessible vehicles are equipped with wheelchair lifts. They are designed to accommodate mobility devices (e.g. wheelchairs) up to 700mm by 1200mm, with a gross weight of up to 300kg including the passenger. Mobility devices that exceed these standards may not be transportable.

- For your safety, please be sure that your wheelchair or other mobility aids are properly maintained and in safe operating condition according to manufacturer's specifications. We may refuse to transport any mobility device that is not properly maintained and could pose a hazard of any type to the passengers, driver, or to our equipment.

Booking Reservations

- Make booking reservations at least 3 working days in advance.

- Be at the designated pick-up location on time.

- Expect "shared-ride" service. Others may be picked up after you, and/or dropped off before you reach your destination.

- Call to cancel an unneeded ride as soon as possible to avoid a "no-show."

- Pay the correct fare in cash, as the drivers may not carry sufficient change.

On-Time Window

- The service is considered on-time if the vehicle arrives from within 15 minutes after your booking time. For example, if you have a reservation for 10:00am, the vehicle would be considered on-time if it showed up anytime between 10:00am and 10:15am. That 15-minute period is known as the "on-time window." If the vehicle has not arrived by the end of the on-time window say, if the driver has not shown up 15 minutes after your requested time, call us immediately.

Punctuality

- Be punctual to wait for the vehicle at the appointed boarding place. Late passengers will not be entertained so as not to delay other passengers. The maximum waiting time is 5 minutes.

Cancellations and No-Shows

You should cancel a booking as soon as you know you do not need the ride. You will be considered a "no-show" if you:

- Call to cancel your ride less than 24 hours before the appointed pick-up time.

- Reserve a booking but fail to meet the vehicle upon its arrival.

- Are not ready to board the vehicle within five minutes of its arrival time (when it has arrived within the on-time window).

- You may be suspended from booking privileges if you no-show for trips more than three times within a three-month period and it is determined that each no-show could have been prevented.

Transporting Packages Along with Trip

- All passengers should limit their parcels/baggage not exceeding one armload of packages (max.10kg weight) or the equivalent of two grocery bags. You or your companion (e.g. caregiver) must carry these packages. For the safety of all passengers, you cannot transport acids, flammable liquids or other hazardous or illegal materials/substances.

Transporting Children aged 12 & above

- Registered children passengers aged 12 & above may travel without an accompanying adult only if it can be demonstrated that they would be able to use our transport independently.

- Children who are registered passengers shall pay the same fare as registered adult passengers.

Transporting Children below 12 years old

- Registered children passengers aged below 12 years old must travel with an accompanying adult.

- Children who are registered passengers shall pay the same fare as registered adult passengers.

Note: Children below 12 years old ***travelling as companions*** will not be accepted unless with prior approval from us. Registered passengers must write in to us stating valid reasons.

We reserves the right to amend the "Rules, Policies and Passenger's Responsibilities" from time to time without prior notice.

Kindly refer to www.caringfleet.com for latest copy

Applicant's NRIC/Passport/FIN No:

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