



GENERAL CONDITIONS FOR YQB TAXIS PERMIT HOLDERS

Aéroport de Québec Inc.

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This document describes the terms and conditions for Drivers who hold a YQB TAXIS Permit, operate on Québec City Jean Lesage International Airport (“YQB”) property, and pick up Customers from the terminal. Its aim is to ensure that services are provided safely, efficiently, and in compliance with current regulations. Failure to comply with these conditions may result in penalties ranging from a warning to revocation of the YQB TAXIS Permit.

DEFINITIONS

1.1 In this document, the following definitions apply.

Airport: Aéroport de Québec Inc.

Booklet: Set of prepaid passes to the Customer pick-up area.

Customer: Any person requesting transportation services from a Driver.

Driver: A qualified driver within the meaning of the *Act respecting remunerated passenger transportation by automobile* to whom a YQB TAXIS Permit has been issued.

GABT: Automated taxi pool management software at Québec City Jean Lesage International Airport (YQB).

Ground Transportation Manager: Person responsible for enforcing regulations related to the different modes of transportation on airport property.

Pick-up: Pick-up of a Customer by a Driver for a transportation service.

Process Platform: Online account management system for YQB TAXIS Permit holders.

Taxi Pool: Area where taxi Drivers wait to be called to the Customer pick-up area. It is identified as Zone A in the GABT.

Taxi Service Agent: Employee responsible for supervising taxi operations and ensuring compliance with these conditions.

Taxi Voucher: Document created by an organization under an agreement with a taxi intermediary that entitles the holder to taxi transportation services.

Van: Van or minibus for transporting people.

Vehicle: Automobile or van used by a Driver to whom a YQB TAXIS Permit has been issued.

Virtual Queue: A queue of Drivers waiting to pick up a Customer at Québec City Jean Lesage International Airport (YQB) in the GABT.

YQB TAXIS Permit: Permit issued by Aéroport de Québec Inc. to operate a taxi service at Québec City Jean Lesage International Airport (YQB).

1. CONDITIONS OF OPERATION

1.1 General

- 1.1.1 A Driver may hold only one YQB TAXIS Permit.
- 1.1.2 Drivers must keep their personal information and account details up to date on the Process Platform.
- 1.1.3 Drivers are given an access card by the Airport, which allows them access to the Customer pick-up area provided they have a Booklet.
- 1.1.4 Under no circumstances may a Driver lend or give away their access card.
- 1.1.5 Drivers must accept debit cards and major European, American, Asian, and African credit cards (including Visa, MasterCard, and American Express) at no additional cost to the Customer.
- 1.1.6 Drivers are obliged to give a receipt that includes the tip, as well as GST and QST, to each Customer.
- 1.1.7 Vehicles used by YQB TAXIS Permit holders must be equipped with a working electronic payment terminal and the GABT application.
- 1.1.8 Drivers are required to keep the GABT application open and the GPS location function activated on the electronic device at all times when on or near airport property.
- 1.1.9 Vehicles used by YQB TAXIS Permit holders must be equipped with a functional Sales Recording System (SRS) that is approved by Revenu Québec and designed for remunerated passenger transportation.
- 1.1.10 Taxi Vouchers must be given to Drivers who belong to the taxi intermediary that authorized them. Drivers must accept this method of payment for the transportation service at no additional cost to the Customer.

1.2 Duration of YQB TAXIS Permits

- 1.2.1 The Airport will determine, at its sole discretion, the number of YQB TAXIS Permits it deems necessary to issue. This number may vary depending on the needs identified by the Airport.
- 1.2.2 The Airport will determine, at its sole discretion, the duration of the YQB TAXIS Permits it issues.

1.3 Pick-up fees

- 1.3.1 The pick-up fee is set at \$3.75 (plus taxes) per trip through the gate to the Customer pick-up area. This fee may be increased or indexed by the Airport on an annual basis. Increased or indexed fees will come into effect no later than January 1 of each year and Drivers will be informed of the change at least thirty (30) days in advance.
- 1.3.2 Payment of the pick-up fee is due when passing through the gate to the Customer pick-up area.

2. TERMS OF OPERATION

2.1 Taxis

Taxi services for Customer pick-up from Québec City Jean Lesage International Airport (YQB) must be operated in the manner described in this section, 2.1.

2.1.1 Taxi Pool

2.1.1.1 When a Driver arrives at the Taxi Pool, they will receive a notification in the GABT confirming their addition to the Virtual Queue, their place, and the estimated waiting time.

- (a) Drivers must take the first available space and park their Vehicles behind the others, in the same direction, forming a line. Vehicles must stay one (1) metre apart.
- (b) Vehicles must always remain within the designated parking lines and may not be parked anywhere other than the designated pool spaces.
- (c) Drivers must wait for a notification to transfer to the Customer pick-up area before driving up to the gate.
- (d) Once the transfer notification has been sent, Drivers will have sixty (60) seconds to respond.
 - Acceptance: If the Driver accepts the transfer, the Airport assumes that a passenger will be transported shortly. The Driver can then head towards the gate to the Customer pick-up area.
 - Rejection or failure to respond: If a Driver rejects the transfer notification or fails to respond within the allotted time, they will be moved to the back of the Virtual Queue.

2.1.1.2 If a Driver leaves the Taxi Pool, they automatically lose their place in the Virtual Queue.

2.1.1.3 If a Driver closes their GABT application or loses the signal, they automatically lose their place and will be moved to the back of the Virtual Queue once they reconnect.

2.1.2 Gate to the Customer pick-up area

2.1.2.1 Drivers must exit the Taxi Pool from the south, head for the gate, and stop their Vehicles at the kiosk.

2.1.2.2 Drivers must obtain a Booklet from the kiosk next to the gate to the Customer pick-up area.

2.1.2.3 Booklets are topped up at the debit or credit payment module at the kiosk next to the gate to the Customer pick-up area.

2.1.2.4 Drivers must scan their access cards at the kiosk's card reader.

2.1.2.5 Once a card has been detected:

- (a) If it is accepted, one pass will be debited from the Booklet and the sum of the remaining passes will be displayed on the screen.
- (b) If there are not enough passes left in the Booklet, the Driver will be asked to top it up at the kiosk's payment module using a debit or credit card.
- (c) If the access card is denied, the Driver must take the bypass to right and leave airport property.

2.1.2.6 Once the gate is raised, the Driver can proceed to the Customer

pick-up area and park in one of the seven dedicated taxi waiting bays.

2.1.3 Customer pick-up area

- 2.1.3.1 In the Customer pick-up area, Drivers must remain in the immediate vicinity of their Vehicles (i.e., less than one [1] metre away) and keep their doors unlocked.
- 2.1.3.2 The Taxi Service Agent will assign a Customer to the Vehicle.
- 2.1.3.3 The Taxi Service Agent may assign a Customer with excess luggage to a Van Driver waiting in the pick-up area regardless of the Driver's position in the Virtual Queue.
- 2.1.3.4 When picking up a passenger:
 - (a) Drivers may only inquire about a passenger's destination once that passenger is on board the Vehicle.
 - (b) Drivers must take the most cost-efficient route unless otherwise instructed by the passenger.
- 2.1.3.5 Drivers must leave the pick-up area as soon as the passenger has boarded the Vehicle.
- 2.1.3.6 When a Driver leaves the pick-up area, whether or not they have a Customer in their vehicle, the system considers them to have picked up a passenger and closes the waiting process they were in.
- 2.1.3.7 If a Driver closes the GABT application or loses the signal, the Taxi Service Agent, a member of the Airport Security team, or an Airport representative may require them to leave the Customer pick-up area. Pick-up fees will not be refunded.

3. DRIVER OBLIGATIONS

3.1 Drivers

- 3.1.1 Drivers must be able to express themselves in the Customer's language, i.e., one of the two official languages (English and French), and be able to understand the passengers' instructions in either language.
- 3.1.2 Without exception, all passengers must be greeted with "bonjour."
- 3.1.3 Drivers' clothing must comply with the dress code in section 3.1.6(i).
- 3.1.4 Drivers must be helpful and assist passengers in loading and unloading their luggage.
- 3.1.5 Drivers must provide Customers with a full receipt for each trip.
- 3.1.6 Drivers must obey the following rules.
 - (a) Comply with the General Conditions.
 - (b) Obey all applicable provincial, municipal, and federal laws and regulations.
 - (c) Ensure that all licences and permits required by the governmental and municipal authorities for the activities covered herein are up to date and active, and do so at one's own expense.
 - (d) Follow all airport regulations, procedures, directives, and policies.
 - (e) Take any training required by the Airport and pass any related assessments, including, but not limited to, those for assisting and transporting persons with disabilities.
 - (f) Respect the staff training on assisting persons with disabilities.
 - (g) Upon request by an Airport representative or a member of the Airport

Security team, present any document relating to the performance of one's duties, such as a driver's licence, registration, or documents pertaining to the Vehicle associated with the YQB TAXIS Permit. These documents must be supplied immediately upon request.

- (h) Follow instructions given by Airport representatives and members of the Airport Security team.
- (i) Maintain a professional appearance and dress.
 - Drivers' appearance should be neat, clean, and modest.
 - Designs on clothing must not include messages that could be considered offensive to Customers.
- (j) Be courteous and respectful to passengers.
 - Be courteous and never argue with Customers, Airport representatives, or members of the Airport Security team.
 - All attempts to obtain an advantage from an Airport representative are strictly prohibited. In particular, it is forbidden to give tips or gifts to any Airport representative.
 - It is forbidden to solicit or poach on airport property.
 - It is forbidden to pick up a Customer anywhere at the terminal other than in the Customer pick-up area, unless otherwise authorized by the Taxi Service Agent.
- (k) Respect airport property.
 - It is forbidden to do anything that may damage or destroy equipment or structures on Airport property.
 - It is forbidden to carry out any other commercial activity on airport property. "Other commercial activity" includes, but is not limited to, selling food and exchanging invoices, credit cards, or passes for monetary or other consideration, as well as any commercial activity carried out without the Airport's prior written consent.

4. OFFENCES AND PENALTIES

4.1 Failure to comply with any of the terms of the General Conditions, which form a commercial contract, will be considered either a minor offence, an operational offence, or a major offence.

4.2 Suspension grid

	First offence	Second offence	Third offence	Fourth offence	Fifth offence	If present during suspension
Category 1: Minor	1-day suspension	2-day suspension	5-day suspension	14-day suspension	21-day suspension	Last suspension doubled
Category 2: Operational	1-week suspension	2-week suspension	4-week suspension	8-week suspension	20-week suspension	Last suspension doubled
Category 3: Major	1-month suspension	2-month suspension	3-month suspension	Permanent suspension		

4.3 Types of offence by category

Category	Type of offence	Enforcement
Category 1 Minor Customer service issue	<ul style="list-style-type: none">Refusing to the serve first or assigned passengerRefusing to accept a Customer with a disability or accompanied by a guide dogLacking courtesyFailing to keep the device with the GABT application running on airport propertyFailing to provide a receiptDressing inappropriatelyDisposing of waste in places other than the garbage cansLoitering or congregatingInquiring about the passenger's destination before they board the Vehicle	Taxi Service Agent

<p>Category 2 Operational</p> <p>Interference with service</p>	<ul style="list-style-type: none"> • Asking the passenger for a higher fare than calculated or requesting a tip • Shouting, raising one's voice, or using threatening language in front of Customers or Airport representatives • Failing to follow the Taxi Service Agent's or Airport Security's instructions • Soliciting or poaching • Entering the Customer pick-up area without accepting a notification to transfer to the Customer pick-up area • Not using a street-legal vehicle • Not presenting an ID card when required • Picking up passengers in the terminal outside the Customer pick-up area • Failure to comply with traffic regulations on site (stop signs, speed limits, etc.) • Lending or giving away an access card 	<p>Parking and Ground Transportation Manager</p>
<p>Category 3 Major</p> <p><i>Criminal Code</i></p>	<ul style="list-style-type: none"> • Gambling on airport property • Threatening an employee or Customer • Assault and battery • Taking part in illegal activities • Damaging airport property or equipment • Consuming or being under the influence of alcohol or drugs 	<p>Parking and Ground Transportation Manager</p>

5. COMPLAINTS AND OFFENCE PROCEDURE

5.1 Receipt of complaints

- 5.1.1 Anyone, including Airport representatives, may file a complaint against a Driver.
- 5.1.2 Complaints must be made in writing to taxis@yqb.ca and specify the date, location, and nature of the alleged offence.
- 5.1.3 Complaints must be submitted to the Ground Transportation Manager within thirty (30) days of the alleged offence.

6. VARIA

- 6.1 The Airport reserves the right to transfer the Taxi Pool management or GABT to a third party.
- 6.2 The Airport reserves the right to terminate these conditions.
- 6.3 The Airport will not reimburse any pick-up or Booklet fees.
- 6.4 The Airport reserves the right to issue compensatory passes for specific situations. These passes will be added to the Driver's Booklet.

APPENDICES

APPENDIX I Airport map

