



VEHICLE BOOKING SYSTEM (VBS)

METROBOX NEILSON STREET

TERMS AND CONDITIONS

The terms and conditions apply to the use of the Vehicle Booking System (VBS) for any Transport Operator needing to drop-off or pick-up containers from **Metrobox Neilson Street**.

Metrobox Neilson Street may amend these terms and conditions (and/or the VBS User Guide or any aspect of the VBS) from time to time. By continuing to use the VBS after any such amendment, the Registered User is deemed to have agreed to the amendment.

By registering to use the VBS, the Transport Operators accepts these terms.

1. Health, Safety and Environment

- 1.1. Transport Operators shall comply with all New Zealand Law including the Health and Safety at Work Act 2015 and the Land Transport Act 1998
- 1.2. Transport Operators will comply with all directions, instructions and signage and other operational, security, health & safety or environmental processes, procedures, plans, policies and requirements advised or otherwise published by **Metrobox Neilson Street** from time to time
- 1.3. When accessing any of **Metrobox Neilson Street's** facilities the Transport Operator will obey the following:
 - 1.3.1. Traffic and barrier management plans (available on request)
 - 1.3.2. Wear the appropriate PPE
 - 1.3.3. Adhere to speed limits
 - 1.3.4. Give way to hoists
 - 1.3.5. Adjust pins and twistlocks in designated areas only
 - 1.3.6. Stay in their vehicle cab at all times in operational areas
- 1.4. Notwithstanding, **Metrobox Neilson Street** may at any time use discretion to prohibit or restrict all or any organisations, people, vehicles, equipment or containers from accessing part of or all of **Metrobox Neilson Street's** Sites (either at all or for a particular period) for health and safety, security or operational reasons.

2. Definitions

Arrived Early	Any Truck that arrived 16 minutes or more before the Zone commenced
Arrived Late	Any Truck that arrived 16 minutes or more after the Zone ended
Check In	Process whereby the Transport Operator arrives and advises the depot of Drop off or Pick up information
Confirmed	A VBS Timeslot booking that is successfully received by Metrobox Neilson Street's system
List	Process associated with releasing a confirmed VBS Timeslot that is no longer required
No Show	A VBS Timeslot that is unutilised
On Time	When a Truck arrives and is processed within the booked Zone
Registered User	Individuals nominated by the Transport Operator to use the 1-Stop VBS on their behalf
Transport Operator	The Transport Company, their employees and contractors undertaking work on behalf of the transport company
VBS Timeslot	Booking slots made available in Zones for Transport operators to book
Zone	The 60 minute time zone Transport Operators select when booking a VBS Timeslot

3. Registration

- 3.1. All Transport Operators arriving at **Metrobox Neilson Street** will be required to have a valid VBS Timeslot booking. VBS Timeslots are to be booked through the 1-Stop website www.1-stop.biz and must be made in advance of arriving at the depot
- 3.2. To book a VBS Timeslot, Transport Operators must register their entity and individual Users by completing the relevant application forms on the 1-Stop website www.1-stop.biz. Anyone registering Users is authorised to provide personal information of Users to 1-Stop in connection with use of the VBS. The Privacy Statement on the 1-Stop website governs the collection, use and disclosure of such personal information. 1-Stop may track and audit the use of the VBS
- 3.3. If a registration application is accepted, a username and password will be emailed to the Registered User. The log in credentials provided are intended for the Registered User only, and are not assignable or transferable to any other person. Usernames and passwords must remain secure and confidential, and must not be disclosed to any other person. Each Registered User is responsible and liable for any and all activities that occur under or through the use of their username and password
- 3.4. Trucks arriving representing Transport Operator's that have not registered an account with 1-Stop will not be serviced.

4. Booking and Booking Parameters

4.1. Zones

- 4.1.1. Zones are 60 minutes and commence on the hour during the depots hours of operation
- 4.1.2. Zones will be made available for booking 96 hours in advance

- 4.1.3. The Transport Operator must arrive within the booked Zone to be processed as 'on time'. Discretion of up to 15 minutes either side of the Zone may be used to process bookings where possible
- 4.1.4. If the Transport Operator arrives before the Zone has commenced or after the Zone has ended, the depot reserves the right to request the Transport Operator to exit the depot and either return during the booked Zone or rebook
- 4.1.5. If the Transport Operator arrives 16 minutes or more before the Zone commences and the depot elects to process the booking, the VBS Timeslot will be considered "Early" and the associated fee will be applied
- 4.1.6. If the Transport Operator arrives 16 minutes or more after the Zone has finished and the depot elects to process the booking, the VBS Timeslot will be considered "Late" and the associated fee will be applied.

4.2. VBS Timeslots

- 4.2.1. A VBS Timeslot is for the Transport Operator it is booked for only and is not transferable
- 4.2.2. A nominated number of VBS Timeslots will be made available for each Zone and each site. These will be visible when booking.

4.3. Drop Off VBS Timeslots

- 4.3.1. Transport Operators must book a "Drop Off" VBS Timeslot for each individual container they want to return to **Metrobox Neilson Street**
- 4.3.2. A "Drop Off" VBS Timeslot must be created a minimum of 5 minutes in advance of a Transport Operator arriving at **Metrobox Neilson Street**
- 4.3.3. All fields populated when booking a "Drop Off" VBS Timeslot must be true and correct. If any details are incorrect **Metrobox Neilson Street** reserves the right to refuse entry
- 4.3.4. If a container has a pre-existing acceptance issued by the shipping line, the drop off site will appear when the "Drop Off" VBS Timeslot is booked
- 4.3.5. If a container does not have a pre-existing acceptance, the Transport Operator will be required to confirm the drop off site with their customer and select the correct drop off site when they book. **Metrobox Neilson Street** will monitor drop off bookings and sites and amend if the selected site is not correct. If there is insufficient time to amend a site, **Metrobox Neilson Street** reserves the right to redirect the Transport Operator to an alternative site on arrival without **Metrobox Neilson Street** incurring any penalty.

4.4. Pick Up VBS Timeslots

- 4.4.1. Transport Operators must book a "Pick Up" VBS Timeslot for each individual container they want to collect from **Metrobox Neilson Street**
- 4.4.2. A "Pick Up" VBS Timeslot must be created a minimum of 90 minutes in advance of a Transport Operator arriving at **Metrobox Neilson Street**
- 4.4.3. All fields populated when booking a "Pick Up" VBS Timeslot must be true and correct. If any details are incorrect **Metrobox Neilson Street** reserves the right to refuse entry

4.4.4. When booking a “Pick Up” VBS Timeslot, the collection site will be visible. **Metrobox Neilson Street** reserves the right to amend the collection site if required and will liaise with the Transport Operator as early as practicable.

4.5. Listing VBS Timeslots that are no longer required – “List”

4.5.1. If the confirmed VBS Timeslot is no longer required the Transport Operator may “List” the VBS Timeslot.

4.5.1.1. If the VBS Timeslot is listed more than 30 minutes prior to the commencement of the zone, no fee will be incurred

4.5.1.2. If the VBS Timeslot is listed 0-29 minutes prior to the zone commencing, it will be made available for re-use

4.5.1.3. If the VBS Timeslot is listed then reused, the VBS Fee will be charged to the Transport Operator’s account that utilized the VBS Timeslot

4.5.1.4. If the VBS Timeslot is listed and remains unutilized, the VBS Fee will be charged to the Transport Operator’s account that originally confirmed the VBS Timeslot

4.5.1.5. The VBS timeslot must be utilized for the same zone and cannot be moved to an alternative zone.

4.6. Failing to arrive

4.6.1. If the Transport Operator does not arrive to “Drop Off” or “Pick Up” as per the VBS Timeslot booked, the booking will automatically become a “No Show” and the associated fee will be charged.

4.7. Manual Processing

4.7.1. If a Transport Operator requests the depot either verbally or in writing to manually book a truck in to “Pick Up” or “Drop off”, and the depot is agreeable, a manual processing fee per container will apply. Transport Operators must be registered in order to be processed manually

4.7.2. If a Transport Operator requests additional VBS Timeslots be made available in a Zone and the depot is agreeable, a manual processing fee per container will apply.

5. Check in

5.1. On arrival, Transport Operators must Check In, via the Intercom.

Site	Check in facility
A Neilson G1	Check in via Neilson Street Intercom
C Neilson G2	Check in via Neilson Street Intercom

5.2. When the Transport Operator arrives to check in, they must provide the correct information including, the transport company they represent, the truck fleet number and the 1-Stop VBS Booking Reference. The container and or release numbers should also be available.

6. Hours of Operation

6.1. **Metrobox Neilson Street** reserves the right to amend the Hours of Operation. Transport Operators will be notified of any change via broadcast through 1-Stop or email.

Monday to Friday - Dayshift - 06:30 – 17:00

- The first Zone available will be Zone 6, however the depot does not open until 06:30 and as such drivers should not arrive until 06:30. In order to manage stock and supply, we strongly recommend booking Zone 6 slots the previous working day
- The Last Zone available will be Zone 16. The cut off for booking Zone 16 14:30.

Monday to Friday – Nightshift - 17:00 – 01:00

- Night shift Drop Off or Pick Up bookings must be made no later than 1500 daily for the impending night shift. **Metrobox Neilson Street** reserves the right to decline bookings if insufficient stock levels are available or stock is not accessible. Cancellations will be made through the 1-Stop system and transporters will be advised. VBS fee's will not apply when **Metrobox Neilson Street** cancels a booking.

Saturday - 07:00 – 12:00

- The first Zone available will be Zone 7. In order to manage stock and supply, we recommend booking Saturday slots the previous working day
- The Last Zone available will be Zone 11. The cut off for booking Zone 11 is 09:00.

7. Fees

7.1. By registering and utilising the VBS it is accepted that the registered Transport Operator must pay all applicable VBS charges set out in the Fee Schedule

7.2. **Metrobox Neilson Street** reserve the right to review the Fees associated with booking VBS Timeslots. Any changes to VBS Fees will be communicated via Broadcast through the 1-Stop system and the Terms and Conditions will be updated

7.3. Fees listed in the fee schedule are exclusive of GST.

FEE SCHEDULE

FEE DESCRIPTION – As at 1 March, 2021 (Excl GST)	FEE
VBS Timeslot Fee Charged per confirmed booking for “Drop off” or “Pick Up”	\$8.25
Early Arrival Fee Applied in addition to the VBS Timeslot fee for each VBS Timeslot serviced 16 minutes or more prior to the commencement of The Zone	\$8.25
Late Arrival Fee Applied in addition to the VBS Timeslot fee for each VBS Timeslot serviced 16 minutes or more after the end of The Zone	\$8.25

No Show Applied in addition to the VBS Timeslot fee for each VBS Timeslot booked but not utilised	\$8.25
Manual Processing Fee Applied per created manually on behalf of the Transport Operator.	\$16.50

8. Invoicing

- 8.1. Fees will be invoiced to transport operators by 1-Stop Connections
- 8.2. Invoices are raised monthly and represent all activity for the preceding month
- 8.3. Invoice payment terms are twenty one days from invoice
- 8.4. Overdue invoices will result in a transport operators **Metrobox Neilson Street** VBS account being suspended
- 8.5. Reconnection of a suspended account will attract a reconnection fee of \$100.00 + GST

9. Dispute Resolution

- 9.1. Fee's may be disputed through the 1-Stop website via the billing extract review function
The carrier must provide sufficient information to support the dispute to allow for a thorough investigation. Disputes must be logged no later than the last working day of the current calendar month in order for the facility to action and where applicable avoid invoices being generated
- 9.2. If notice is not given within the above timeframe then the invoice must be paid in full.

10. Suspension, termination and cancellation Invoicing – 1-Stop

- 10.1. **Metrobox Neilson Street** may, with absolute discretion, at any time, with or without cause, and with or without notice:
 - 10.1.1. Accept or reject, with or without conditions, any VBS registration application;
 - 10.1.2. Suspend or terminate a Transport Operator's VBS registration, any or all of the access/use or rights of any Registered User or VBS operations generally (in whole or in part);
 - 10.1.3. Release or revoke any VBS Timeslot or booking; or
 - 10.1.4. Take any other action considered to be desirable to protect the security or integrity of **Metrobox Neilson Street** facilities, the VBS and/or **Metrobox Neilson Street** systems or to carry out maintenance or upgrades.

11. Liability and Indemnity

- 11.1. All registered Transport Operators indemnify **Metrobox Neilson Street** in respect of any loss or damage or death or injury to any person as a consequence of:
 - 11.1.1. Any breach of this arrangement by the Transport Operator, its drivers, agents or contractors

- 11.1.2. Any negligent act or omission or wilful misconduct from the Transport Operator, its drivers, agents or contractors
- 11.1.3. Any damage to **Metrobox Neilson Streets** facilities where such damage is caused by the Transport Operator, its drivers, agents or contractors except to the extent that such loss or damage is caused by a breach of this arrangement or an act or omission constituting negligence or wilful misconduct by **Metrobox Neilson Street**. **Metrobox Neilson Street** will indemnify and keep the Transport Company indemnified in respect of any loss or damage or death or injury to any person as a consequence of:
 - 11.1.3.1. Any breach of this arrangement by **Metrobox Neilson Street**
 - 11.1.3.2. Any negligent act or omission or wilful misconduct from **Metrobox Neilson Street**
 - 11.1.3.3. Any damage to the carrier's property where such damage is the fault of **Metrobox Neilson Street**

Except to the extent that such loss or damage is caused by a breach of this arrangement or an act or omission constituting negligence or wilful misconduct by the Transport Operator, its drivers, agents or contractors

The Transport Operator indemnifies **Metrobox Neilson Street** from and against any loss, cost, liability, claim or expense including legal costs suffered or incurred by **Metrobox Neilson Street** in connection with the Transport Operator and its Registered User's use of the VBS including any data and information the Transport Operator and its Registered Users input and any unauthorised delivery or collection of containers, any property damage caused by any act or omission of the Transport Operator's personnel, or any breach of these terms.

12. Warranty of authority and accuracy

12.1. The Transport Operator warrants that:

- 12.1.1. The Transport Operator has all necessary right, power, authority and legal entitlement to access and input information about, and deliver and/or collect, those containers that the Transport Operator and its Registered Users deal with using the VBS;
 - 12.1.2. All data and information the Transport Operator and its Registered Users input into the VBS is accurate and complete
- 12.2. The Transport Operator must use their best endeavours to ensure that no virus, Trojan horse, worm or other malware is transmitted to **Metrobox Neilson Street** internal systems and networks, in accordance with good industry standards
- 12.3. Any information made available through the VBS is confidential and may only be used for the delivery or collection of containers to/from **Metrobox Neilson Street** facilities.

13. Disclaimer

- 13.1. The Transport Operator uses the VBS at their risk. The VBS is provided on an 'as is' and 'as available' basis. **Metrobox Neilson Street** cannot, and do not, guarantee access to or availability of the VBS; that information in or accessed through the VBS is current, accurate or complete; or that the Transport Operator's use of the VBS will be uninterrupted, timely, and secure, or error or fault free, and no warranty is given in respect of the same.
- 13.2. To the maximum extent permitted by law **Metrobox Neilson Street** will not be liable whether in contract, tort including negligence or otherwise for any damage, liability, loss or expense suffered or incurred by the Transport Operator in connection with

the Transport Operator's or its Registered Users use of the VBS; or the Transport Operator's inability to use the VBS, access **Metrobox Neilson Street** Facilities or deliver or collect containers using the VBS. If for any reason **Metrobox Neilson Street** cannot rely on this exclusion of liability, **Metrobox Neilson Street** liability to the Transport Operator will be limited to \$100 and in no event will **Metrobox Neilson Street** be liable to the Transport Operator for any loss of profits, savings, and goodwill or business opportunity or for any indirect or consequential loss.

14. Miscellaneous

- 14.1. These terms, together with the other documents referred to in these terms, are governed by, and shall be construed, in accordance with the law in the country in which Metrobox **Neilson Street** facilities exists and for which the VBS is being used and constitute the entire agreement between **Metrobox Neilson Street** and the Transport Operator for the access and use of the VBS
- 14.2. If any provision of these terms is held by any court or administrative body of competent jurisdiction to be illegal, void or unenforceable, that provision will be amended to the extent necessary to make it legal, valid and enforceable without altering its meaning or intent or, if that is not possible, that provision will be severed from these terms. In any event, the remaining provisions of these terms will remain in full force and effect.