

Notice for taxi passengers

What you can expect from the taxi trade and what the taxi trade can expect from you

The driver will:

- Take any fare that starts and finishes within the borough, regardless of distance.
- Allow the carriage of assistance (guide) dogs without any additional charge, and allow the dog to stay with the owner.
- Drive with due care and courtesy towards the passenger and other road users.
- Use the meter within the licensed area, unless the passenger has agreed to hire by time, and as long as this is less than the metered fare.
- If using the meter, not start the meter until the passenger is seated in the vehicle.
- If travelling outside the licensed area, agree the fare in advance. If no fare has been negotiated in advance for a journey going beyond the licensing area, then the driver must adhere to the meter.
- Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.

The passenger will:

- Treat the vehicle and driver with respect and obey any official notices (for example, in relation to eating or drinking in the vehicle).
- Ensure they have the means to pay the fare before travelling. If wishing to pay by credit or debit card or to stop en route to use a cash machine, check with the driver before setting off.
- Be aware of the fare on the meter and make the driver aware if it is approaching the limit of their financial resources.
- Be aware that the driver is likely to be restricted by traffic regulations in relation to where they can stop the vehicle.