

Wyre Borough Council

This **code of conduct** must be clearly on display to passengers in hackney carriage and private hire vehicles licensed by this council.



Code of Conduct

- A.** When sent to a private address, drivers should knock on the door and not sound their horn.
- B.** Taxi meters must not be switched on until passengers are seated in the cab unless the driver has otherwise informed the passengers of the intention to do so.
- C.** The meter must be used at all times except when a mutually agreed price has been pre-arranged (hackney: but not greater than the tariff allows; private hire: by arrangement).
- D.** The taximeter must be illuminated and visible to passengers at all times.
- E.** The driver should afford all reasonable assistance with passenger's luggage and shopping.
- F.** The driver should at all times be clean and respectable in his/her dress and person and behave in a civil and orderly manner.
- G.** The driver's badge should be worn in such position and manner as to be plainly and distinctly visible.
- H.** The driver should take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle.
- I.** Without the express consent of the hirer the driver should not drink or eat in the vehicle.
Note: From 1 July 2007, it is against the law for anyone to smoke in a licensed vehicle.
- J.** The driver should ensure the vehicle is kept clean inside and out at all times.
- K.** Without the express consent of the hirer, the driver should not play any radio or sound reproducing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- L.** At no time should the driver cause or permit the noise emitted by any radio or other previously mentioned equipment in the vehicle which he/she is driving, or which is stationary, to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
- M.** The driver should check the vehicle daily in respect of:
 - (i) seat belts (ii) fluid levels (iii) tyres (iv) windscreen wipers and washers (v) lights
- N.** Any vehicle accident or damage affecting the safety, performance, appearance or the comfort and convenience of the passengers therein must be notified to the licensing authority within 72 hours.
- O.** Where unruly or aggressive conduct is displayed by passengers, the driver should warn the passenger of any intended action before taking such action.