



Licence Number:

### **Hackney Carriage (Taxi)** **Public Information Charter**

This information is produced by Lancaster City Council who have licensed this vehicle and its driver, the following information is for the benefit of passengers and the driver.

**Passengers and drivers should show mutual respect and be polite to each other.**

#### **Passengers please:**

- Let the driver know of any specific requirements before you commence your journey.
- Make sure you have adequate funds to pay for your journey.
- For the comfort of future passengers do not eat, smoke, or drink inside this vehicle.
- Do not ask the driver to speed or to take unnecessary risks on the road.
- Make sure you do not leave any property in the vehicle.
- Ask the driver if you would like any assistance.
- Ask the driver if you would like a receipt, one should be provided on request.
- Ensure the taxi meter is engaged at the start of the journey and not before.

#### **Passengers if you have concerns about your journey:**

- Take note of the vehicle licence number at the top of this information sheet.
- If you feel unsafe tell the driver and use your mobile phone to contact a responsible person.

#### **Complaints**

- If you are unhappy about the service provided and your journey was one that was pre-booked via a private hire operator, please contact the private hire operator and provide details of your complaint. The operator will investigate your complaint and advise you of the outcome.
- If you picked up the taxi at a taxi rank or flagged down the vehicle in the street, please contact ***licensing@lancaster.gov.uk*** providing as much detail of the complaint as possible. The Council's licensing team will investigate your complaint and advise you of the outcome.

#### **Compliments**

- Hackney carriage drivers often face lots of challenges when undertaking their work, if you think that your driver has provided an excellent service, please take the time to say thank you. You may even wish to contact the Council to them know about the excellent service you received.

**In any event, for advice, information or concerns about the licensed trade you can contact Lancaster City Councils Licensing team at: [licensing@lancaster.gov.uk](mailto:licensing@lancaster.gov.uk)**