

Private Hire Vehicle Operator licence conditions

1. Records

- 1.1 The operator shall keep the record required to be kept under section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 in a suitable book, the pages of which shall be numbered consecutively and the operator shall enter or cause to be entered therein, before the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him:
- a. The time and date of the booking
 - b. The name of the hirer.
 - c. How the booking was made (ie; phone, personal visit, at the request of another operator, etc).
 - d. The time of the pick-up.
 - e. The point of pick-up.
 - f. The destination.
 - g. The agreed fare.
 - h. Identification of the vehicle and the driver.
- 1.2 The operator shall also keep records of the particulars of all private hire vehicles operated by him. The particulars shall include details of the owners, registration numbers and drivers of such vehicles, together with any radio call sign used.
- 1.3 The operator shall keep all records for a period of not less than six months following the date of the last entry.

2. Standard of Service

- 2.1 The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular;

- a. Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- b. Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of making a booking or waiting.
- c. Ensure that any waiting area provided by the operator has adequate seating facilities.
- d. Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired.

3. Change of Address

The operator shall notify the Council in writing of any change of his address, including any address from which he operates or otherwise conducts his business as an operator, during the period of the licence within seven days of such change taking place.

4. Convictions

The operator shall within seven days disclose to the Council in writing details of any conviction imposed on him (or if the operator is a company or partnership, on the company or on any of the directors, partners or managers during the period of the licence).

5. Vehicles fitted with taxi-meters

Where a private hire vehicle is fitted with a taxi-meter the operator shall inform the Council of the tariff of charges for that vehicle and shall also inform the Council by giving seven day's notice of any proposal to amend the tariff of charges.