

CODE OF CONDUCT FOR THE OPERATION OF TAXI SERVICE LICENCES

1. When in charge of a taxi, the taxi driver shall be smartly dressed. Taxis shall be kept clean and well maintained.
2. If a taxi driver is at the front of a taxi rank and is, for any reason, unable to take his or her turn, that turn shall be offered to the next driver in turn on the rank. The first driver's turn shall be forfeited and, upon rejoining the rank the driver shall take the last position.
3. The first two vehicles on all major ranks shall be attended at all times by the drivers of those vehicles.
4. All drivers and passengers are prohibited from smoking in taxis at all times, except when the driver is using the vehicle for purely social, leisure or domestic purposes.
5. The licence holder shall ensure that the insurance cover for the vehicle provides for unlimited cover as regards risks to passengers.
6. Taxis shall not display notices to the public offering "Island Tours", unless such notices are on the inside of the vehicle. The sign may be visible from outside the taxi. The term "Island Tours" shall be deemed to include Island drives, public excursions and similar services.
7. The driver will ensure that every precaution is taken for the safety of passengers whilst they are entering and alighting from the taxi.
8. Any accident to a vehicle causing damage materially affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons carried therein, or any serious incident involving the driver, shall be reported to the Issuing Authority by the Taxi Service Licence holder as soon as reasonably practicable, and in any case within seventy-two hours.
9. The driver shall afford all possible assistance in loading and unloading, including assistance in moving luggage to and from the entrance of any house or other place from which passengers are collected or set down.
10. When in charge of a taxi, the driver shall not convey or permit to be conveyed, any greater number of persons than the number of persons specified on the licence relating to that taxi and displayed on the tariff card.
11. The Issuing Authority expects the Taxi Service Licence to be operated by the person named on the Licence on a full-time basis. If it is shown that the vehicle is not being fully used the Authority will consider revoking the Licence and issuing one to a person who is prepared to operate full-time.

12. All drivers are required to carry their identity cards with them at all times whilst driving a public service vehicle.
13. The taxi driver shall answer any taxi rank telephone provided by the Issuing Authority.
14. Any taxi shall be available for inspection by any duly authorised officer at any time.
15. Before a vehicle is submitted for examination, it must be fully equipped to operate as a taxi.
16. Licence holders operating a taxi on a Temporary Road Service Licence will either cover or remove from the vehicle the PSV plate and the taxi sign if the vehicle is being circulated on the public highway out of the operating hours stipulated on the Road Service Licence.
17. All holders of Taxi Service Licences shall comply with the relevant provisions of the Public Transport Ordinance, 1986, as amended, at all times. Copies are available at cost from the Greffe. The attention of licence holders is particularly drawn to sections:
 35. General conditions as to use of taxis
 36. Taximeters to be used for taxi service
 37. Requirements as to use of taxis and in particular, section (a) regarding those circumstances when a driver can refuse an offer of hire at a taxi rank
 39. Provision of fire extinguishers and braking lights on public service vehicles
 40. Reporting of defects in public service vehicles
 41. Reporting of alterations to public service vehicles
 44. Prohibition of smoking by drivers in public service vehicles; and
 45. Control of filling with petrol of public service vehicles.
18. The mileage performed by 'white plate' owner / drivers should not be less than 25,000 miles per annum, or 13,000 miles per annum for 'green plate' owner / drivers. All taxi company vehicles should not perform less than 25,000 miles per annum.
19. Between 1 May and 31 October, inclusive, all owner / drivers shall follow no other employment.
20. **Hand-held** mobile phones should never be used by taxi operators **whilst driving**.
21. All drivers are required to carry assistance dogs (e.g. guide dogs for the blind, hearing dogs for the deaf, dogs for the disabled and other support/assistance dogs). However, the driver is permitted to insist to the dog's owner as to where the animal should be placed in the vehicle (e.g. on the floor or on a blanket).