

Appendix P

Current Private Hire Operators Licence Conditions

The following conditions are attached to the private hire operator's licence. Failure to comply with any conditions is a criminal offence and may lead to prosecution, revocation or suspension of the operator licence

1 Business Premises and Planning Requirements

- 1.1 The operator shall not make provision for the invitation or acceptance of bookings for a private hire vehicle at any premises that is not specified on the licence. The operator shall not make provision for the invitation or acceptance of bookings for a private hire vehicle at premises for which there is not appropriate planning permission, a certificate of lawful use or written confirmation from the planning authority that planning permission is not required.

2 Records

- 2.1 The operator shall maintain at his premises particulars of:

- The call sign, or other identifying mark used on booking records to identify vehicles and drivers;
- Each vehicle licence plate number;
- Each vehicle registration number;
- The date the vehicle came into use on the licence;
- The date the vehicle ceased to be operated on the licence;
- The name and address of the owner of the business if that is not the operator;
- The date of any transfer of ownership of the business;
- The name and address of each driver;
- The badge number of each driver;
- The date the driver commenced working for the operator;
- The date the driver ceased working for the operator; and
- The expiry date of each driver's badge.

- 2.2 The operator shall maintain a suitable bound book, the pages of which are numbered consecutively, in which the following particulars shall be recorded:

- The time and date of each booking;
- The method the booking was received, i.e. telephone, Internet or in person;
- The time and date the journey is to commence;
- The place the journey is to commence;
- The destination of the journey;
- The number of passengers;
- The name and if given, the address of the hirer;

- The name of the driver or identifiable call sign by which the driver is identifiable;
- The plate number of the vehicle or call sign by which the vehicle is identifiable; and
- The record must be made at the time of booking in ink. Pencil is not acceptable.

2.3 The Operator may use computerised records in addition to a bound book. The bound book will be the primary record of bookings unless a bound book is completely replaced by computerised records. If computerised records replace a bound book, they must:

- Be made at the time of booking directly onto the computer programme;
- Be capable of instantly being printed upon demand of a Police Constable or authorised officer of the Council; and
- Include an audit trail within the programme to show the time and dates of deletion, insertion or amendment to entries.

2.4 Required records:

- All records required under 2.1 above shall be kept for a period of not less than six months from the date of disposal of any vehicle or termination of any driver employment.
- All records required under 2.2 above must be kept for a period of not less than six months from the date of the last entry contained therein.
- The records required under 2.1 above shall be produced at the operators premises as soon as practicable or in any case within 24 hours of the request from a Police Constable or authorised officer of the Council.
- The records required under 2.2 above shall be produced at the operator's premises immediately upon request from a Police Constable or authorised officer of the Council.

3 Information as to Charges

3.1 Any person seeking to make a booking from the operator shall be informed of the basis of the charge for the hire of the vehicle and be given a quotation or estimate of that charge before the booking is taken. If the operator uses a Hackney Carriage to fulfil a private hire booking, the Hackney Carriage fare meter must be fitted and used, the customer shall have the option of using the metered fare or being carried for a fee agreed prior to the commencement of the journey, whichever is lesser.

4 Interference with Equipment

4.1 The operator shall not interfere with any equipment, including a taxi-meter if fitted, attached to or forming part of his licensed private hire vehicles.

5 Standards of Service

5.1 The operator shall provide a safe, prompt, efficient and reliable service to members of the public at all times and for this purpose shall ensure that:

5.1.1 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;

5.1.2 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 booking or waiting;

5.1.3 Any public waiting area provided by the operator has adequate seating facilities; and

5.1.4 No person who is drunk or behaving in a disorderly manner is to remain upon the premises in respect of which the licence is in force.

6 Change of Address

6.1 The operator shall notify the Council in writing within seven days of any change of home address of his, any partner or director as the case may be.

7 Criminal Offences, Disqualification as a Company Director of Insolvency

7.1 The operator shall notify the Council in writing of any conviction, caution or fixed penalty ticket imposed upon them during the period of the licence within 7 days of the date of conviction, caution or issue of a fixed penalty notice. Furthermore, the operator shall notify the Council in writing of any disqualification under the Company Directors Disqualification Act 1988 to:

- Be a director of a company;
- Be a liquidator or administrator of a company;
- Be a receiver or manager of a company's property; and
- Be concerned or take part, whether directly or indirectly, in the promotion, formation or management of a company.

7.1.1 The operator shall notify the Council in writing of any bankruptcy order made against them within 7 days of such an order being made.

7.1.2 The expression "operator" in the case of a Limited Company or partnership means any director or partner of the business.

8 Public Liability Insurance

8.1 If the operator has the facility for the public to enter their premises, the operator must ensure that there is a policy of public liability insurance in place and produce a copy of it to the Council within one month of the issue or renewal of the policy.

9 Lost Property

9.1 The Operator must record details of all lost or found property and retain those records for examination for a period of 6 months.