



Private Hire Vehicle Operator's Conditions

These conditions are made under section 55(3) Part II of the Local Government (Miscellaneous Provisions) Act 1976, by East Hampshire District Council with respect to persons licensed to operate Private Hire Vehicles in the Council area.

1) Interpretation

In these conditions:

“**the Act**” means Local Government (Miscellaneous Provisions) Act 1976

“**the council**” means East Hampshire District Council

“**operate**” means, in the course of business, to make provision for the invitation or acceptance of bookings for a private hire vehicle

“**operator's licence**” means a licence under Section 55 of this Act

“**private hire vehicle**” means a motor vehicle constructed or adapted to seat fewer than nine passengers which is provided for hire with the services of a driver for the purpose of carrying passengers

“**hackney carriage**” has the meanings as defined in the Town Police Clauses Act 1847

Throughout these conditions, the term “licence holder” means the operator

The licence holder must make himself familiar with the conditions and apply them at all times and upon request make them known to any hirer.

2) Booking Records

A licence holder shall maintain, at the premises for which they are licensed, either a bound record book with consecutively numbered and dated pages or an auditable computer record. Before the commencement of each journey the following must be completed upon that record:

1. the time and date of the booking taken
2. the name and contact details of hirer or passenger
3. date, time and place for the commencement of the pre booked journey

4. the destination
5. the fare quoted for the journey if quoted
6. the licensed vehicle and driver fulfilling the booking

sub-contracting

- Where a booking is legally capable of being subcontracted to or from another licence holder, in addition to the above details, the record must show the name and council district of the other operator.

All the above records must be kept for a minimum of two years.

3) Vehicles and Drivers

1. The licence holder shall take all reasonable steps to ensure that the council's conditions in respect of operators', vehicles' and drivers' licences under his control are properly observed.
2. The licence holder shall notify the council in writing within 7 days when a driver or vehicle starts or finishes working for him.
3. The licence holder is required to keep the licences, or copies of the licences, of drivers and/or vehicles operating under his control. The licence holder must return the licences at '3.' to the holders when they cease to work for him.
4. The licence holder is required to keep a copy of the current insurance certificate/cover note in respect of each private hire vehicle which is available to him for carrying out bookings accepted by him.
5. Upon the issue or renewal of the operator's licence, the licence holder shall provide to the Council a record of all drivers and vehicles which he operates.
6. The licence holder shall provide a tariff card within each of the vehicles he operates and ensure that it is clearly displayed. The tariff may show mileage and journey rate and must include details of any sundry extra charges. A copy of the current tariff card is to be provided to the Council on request.

4) Premises

1. A licence holder must hold a licence in respect of each address from which he operates.
2. Any public reception area provided must be kept in a clean and tidy condition at all times with adequate seating.
3. No person who is behaving in a disorderly manner shall be permitted to remain on the premises.
4. The licence holder must inform the council of any change of address within seven days.
5. 'No-smoking' signs must be displayed in a prominent position at every entrance to the premises. Signs must meet the following minimum requirements:

- Be a minimum of A5 in area (210mm x 148mm);
- Display the international no-smoking symbol at least 70mm in diameter; and
- Carry the following words in characters that can be easily read: 'No smoking. It is against the law to smoke on these premises.'

5) Advertising

1. All signs or advertisements, in whatever form and wherever so displayed, shall not consist of or include the words "taxi" or "cab", whether in the singular or plural whether alone or as part of another word or any word of similar meaning or appearance.

6) General

1. The licence holder shall notify the council in writing of the name(s) under which he intends to trade before he commences to do so. He may not use any name already in use within the council area, or a name that so closely resembles a name already in use that it is deemed by the council likely to confuse customers.
2. The operator shall provide a prompt, efficient, courteous and reliable service to members of the public and ensure that those who work for or with him do the same.
3. The operator shall advise all their drivers that they are required to take travel tokens in lieu of cash. (These can be exchanged at the Council Offices)
4. The licence holder is required to familiarise himself and comply with the requirements of the Local Government (Miscellaneous Provisions) Act 1976, regulations, orders and decisions there under and is expected to seek professional legal advice where there is doubt.
5. The penalty points system will apply to all drivers, owners and operators for general breaches of taxi and private hire legislation.